

DIETERT CENTER JOB DESCRIPTION

POSITION: Club Ed Evening Assistant

REPORTS TO: Club Ed Director

DIRECT REPORTS: None

APPROVED DATE: February 22, 2018

JOB SUMMARY:

The Club Ed Evening Supervisor is the first point of contact for visitors, volunteers, and participants who come to the Dietert Center after hours for classes and programs held by Dietert. The Supervisor ensures prompt and courteous service delivery throughout the Center, reporting to the Club Ed Director.

JOB SCOPE: Part-Time, 20 hours, Non-Exempt
Monday - Thursday, 4:00-9:00 pm, possible weekends

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Assists the instructors and participants of the Center by maintaining a warm, friendly and professional attitude and welcoming atmosphere within the Center.
2. Works with and supervises all instructors at the center with class rosters, technology help and registering students that are attending programs.
3. Answers the phones in a professional manner and directs calls as needed. Greets and assists individuals as they enter the facility.
4. Assists visitors of the Center and provides basic information about the programs at the Center, including but not limited to explaining the procedures to participate in all programs, including classes, meals, Community Services and Take-5. Helps with registrations and sign-ups for classes and activities.
5. Handles retail sales and cash transactions.
6. Assists the management team at Dietert with data entry and registering clients for classes.
7. Ensures that all visitors conduct themselves in a mature manor.
8. Other duties as may be assigned.

QUALIFICATIONS:

A High School Diploma or GED is required. Experience working with the public, answering phones and handling multiple tasks is critical for this position. In addition, must have the following:

1. Excellent verbal communication skills.
2. Strong organizational skills; attention to detail.
3. Experience working with the public.
4. Thorough understanding of computer software, projector and screen set up systems.
5. Ability to trouble shoot technology issues for instructors and presenters at the center.
6. Experience with cash handling and balancing.
7. Strong relationship and team building skills.
8. Self-motivated, ability to work well under pressure and handle multiple projects at one time.
9. Must possess the ability, understanding, and empathy to work with and nurture older

adults.

10. Must be willing to work a flexible schedule.

11. Must be able to lift 30 lbs.

PREFERRED QUALIFICATIONS:

1. Bilingual.
2. Two or more years of experience working as a receptionist, administrative assistant, customer service representative or in the hospitality industry.
3. Experience working with the public.

PHYSICAL DEMANDS / WORKING CONDITIONS:

Must be physically able to utilize ordinary office equipment, including multi-line telephones and computers. Must be able to walk, move tables and chairs to set up for classes, as well as stand for long periods of time. Must be able to speak and read English; hear and see well-enough to communicate with co-workers and clients. A flexible work schedule is often required to meet the demands of the Center, including occasional weekends and evenings.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

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