

**CLAYMONT COMMUNITY CENTER
POSITION DESCRIPTION**

POSITION TITLE: Senior Center Customer Service Greeter **ORIGINAL DATE:** 06/15/18
DEPARTMENT: Senior Center **REVISED DATE:**
REPORTS TO: Program Director
FLSA STATUS: Non-Exempt

SUMMARY:

The Senior Center Customer Service Representative provides customer service to members of the Senior Center. The Customer Service representative is responsible for monitoring Senior Center lobby area, greeting visitors, answering and directing incoming calls as well as additional operational duties.

PRINCIPLE RESPONSIBILITIES:

- Greet everyone warmly and professionally.
- Ask all members to sign-in.
- Answer telephones and directs the caller to the appropriate party.
- Call Bingo.
- Provide wellness check calls to members.
- Maintain normal business communication including email and completing timesheet.
- Required to meet the standards set-forth in the Code of Ethics and conduct themselves in accordance with Claymont Community Center’s guidelines and policies.
- Perform other duties as assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

SCHEDULE:

- Position is Tuesdays from 9:00AM – 11:00AM and Fridays 9:30AM-11:30AM.

EDUCATION REQUIREMENTS: The minimum level of formal education that is required to perform this job satisfactorily.

- High School Diploma or GED

TRAINING, SKILLS, KNOWLEDGE, AND/OR EXPERIENCE:

- Six (6) months to one (1) year of relevant experience and/or training, or equivalent combination of education and experience.
- Possession of strong organizational skills.
- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.

- Able to work collectively with the administrative team associates.
- Strong knowledge of the needs of senior citizens.

PHYSICAL REQUIREMENTS:

- No specific physical requirements are necessary for this position.
- Must have the ability to stand, sit, walk, use a computer, meet with staff, and meet with persons enrolled in the program.

Signature _____ Date _____

Supervisor _____ Date _____