

SEBASTOPOL COMMUNITY CULTURAL CENTER

FRONT OFFICE STAFF JOB DESCRIPTION

REPORTS TO: Executive Director

JOB SUMMARY: The Front Office Staff is responsible for the front desk. Duties include customer service (face to face as well as by telephone and email), registration of students for classes, ticket sales for concerts, advising on rentals and receiving payments. Excellence in customer service and problem solving is very important in this position.

DUTIES AND RESPONSIBILITIES:

1. Greet and provide support to everyone encountered in a friendly, engaging manner that communicates in all ways willingness and eagerness to provide assistance. Convey this positive and upbeat message verbally and non-verbally. Remember that in all interactions the customer should come away feeling that the front office staff has done his/her absolute best to meet his/her needs. The Front Office Staff must always “have a genuine smile” in his/her voice and on his/her voice.
2. This position has primary responsibility for front desk, answering phones, greeting the public.
3. Keep the front desk/reception area neat and tidy, presentable, and organized.
4. Dress professionally, clean and neat clothes, closed toed shoes, name tag.
5. Work as a team staff member to address walk-in customers and phones, using our IT System:
 - a. Advise callers of available rental dates
 - b. Input all donations from the mail or in person
 - c. Handle all ticket sales at the over the phone or in person
 - d. Input class registration over the phone or in person
 - e. Receive monthly rental fees for classes
 - f. Receive rental payments from private event rentals
6. Make every effort to solve problems at the front desk before calling to the rest of the team
7. Keep all other SCCC employees informed of developments relevant to their areas of responsibility, by sending them an email.
8. Perform other duties as needed or as requested.

QUALIFICATIONS:

1. A positive, approachable patient, and upbeat personality.
2. Strong customer service, communication & interpersonal skills.
3. Flexible and able to handle many things at once.
4. Demonstrated clerical and computer skills.
5. Ability to speak and write effectively in English and (Spanish is a plus).
6. Motivated to work with other staff members as a team.
7. Special attention to confidentiality.
8. A sincere commitment to the nonprofit values and mission of the Sebastopol Community Cultural Center.

DAYS AND TIME:

Thursdays and Fridays from 9:45- 4:15