



Job Description for Welcome Desk Staff

Job Overview:

This position will be a welcoming presence at the Senior Center of Jackson Hole. The candidate will engage participants, answer questions, answer phone calls, attend local events, follow up on emails and assist staff with other administrative duties.

Reports to:

Executive Director and Operations Manager

Hourly Pay Range:

\$20-24/hour depending on experience. Housing allowance for Teton Co. Wy or commuter allowance for outside Teton Co. Wyoming.

Duties include but are not limited to the following:

- Greet participants
- Answer and direct phone calls
- Learn and understand all the offerings, classes and special events at the SCJH
- Assist people checking in and out loan closet items such as crutches, wheelchairs, walkers, etc.
- Assist with class and event registration and payments
- Use web-based software to keep track of events, classes, participants, meals and more
- Cash handling, credit card processing and making daily activities deposits
- Assist with the scheduling of transportation
- Assist with filing/admin duties at desk and as assigned by other staff
- Must be willing and able to obtain CPR/First Aid certification

Qualifications:

- Excellent customer service skills, ability to multi-task in a busy environment and a positive friendly attitude are a must!
- Ability to learn and use multiple software programs. Experience using Microsoft Office, web-based participant management software, Canva and social media will be helpful in this position.
- Attention to detail, honesty and patience are essential for this position.

The Senior Center of Jackson Hole is an Equal Opportunity Employer. The SCJH requires a pre-employment drug & alcohol test and background check. Random drug testing may occur due to Federal Grant requirements.