

FRIENDS CENTER

Job Title: On-Call Substitute Desk Clerk

Supervisor: Executive Director

Summary of Responsibilities:

The on-call desk clerk fills in when the regular day receptionist or the regular evening and weekend desk clerk is not available.

On weekdays, the desk clerk is responsible for all of the functions of the lobby including greeting visitors and staff, answering phones, and fielding requests for service from tenants.

If called in for evening or weekend work, the desk clerk is the staff person responsible for the complex outside of regular office hours. As such this worker provides coverage for the front desk, opens the building on the weekends and closes it at night, monitors the physical plant for problems, and serves as the gracious face of Friends Center for all visitors.

The position requires a gracious and professional appearance, a warm and friendly demeanor, and flexibility for taking on a variety of tasks.

Responsibilities:

Visitor services

Greet and direct visitors

Answer phones and direct calls

Respond to basic questions about building and Quakerism and refer to others as appropriate

Help to warmly redirect persons who come to the building seeking services not offered in Friends Center

Basic security

Checks the building at 7:00 p.m. and before closing

Closes the building at night

Opens the building on Saturday and Sunday

Has responsibility for keys that are signed out for cleaning staff and others

If requested, reports at 6 am to open building by 7 am

Physical plant

Cleans the front terrace on weekend mornings

Provides snow removal on weekend mornings (for light snow events)

Monitors the heating and cooling and notifies appropriate staff when there is an issue

Makes sure that trash is properly disposed of after evening and weekend events

Assists with set up for events

Communications

Communicate with day staff about issues that come up in the evening and on weekends.

Hours

The On-Call Substitute does not have regular work days, but is asked to come in when other staff is unavailable. Generally on call shifts are scheduled a week in advance, though there are occasional emergencies.

- Weekday day shifts are from 9 a.m. to 5 p.m.
- Weekday evening shifts are 4:00 p.m. to 10:30 p.m.

- There are occasional building opening shifts at 6am.
- Weekend shifts are 8:30 a.m. to 5:30 p.m.
- There is occasional extended-hours work before 8:30 a.m. or after 5:30 p.m.

Requirements:

Excellent customer relations skills
Professional appearance
Warm and friendly demeanor.
Clear diction, clear telephone voice and manner
Ability to juggle multiple demands with grace and humor
Supportive of high standards of environmental sustainability in all dimensions of the operation.
Basic competence in Microsoft Office: Word, Excel, Outlook a plus
Competence in building maintenance a plus
Background and experience with setting up and managing audio-visual equipment a plus
Knowledge of the Religious Society of Friends (Quakers) highly desirable

Pay and Benefits

The pay for this position is \$15.00 per hour. Because the position is less than 21 hours per week no medical or vacation benefits are provided.

Friends Center is an Equal Opportunity/Affirmative Action Employer. Qualified persons are encouraged to apply regardless of their religious affiliation, race, age, sex, sexual orientation, or disability.

Friends Center is a smoke-free workplace.

TO APPLY:

Please send a letter of application and resume by email or hard copy to:

Chris Mohr
Friends Center
cmohr@friendscentercorp.org
1501 Cherry Street
Philadelphia, PA 19104

Please, no phone calls.