

FRIENDS CENTER

Job Title: Evening and Weekend Desk Clerk

Supervisor: Assistant Director for Operations

Updated 2/4/2019

Summary

The evening and weekend desk clerk covers evening and weekend shifts at the front desk in the main lobby of Friends Center, the three-building Quaker facility at 15th and Cherry Streets in Center City Philadelphia. Friends Center provides nonprofit office and event space to nonprofit organizations and others. It is open 7 am to 10 pm on weekdays and 9 am to 5 pm on weekends.

The desk clerk is the first point of contact for tenants and guests at the complex, and is responsible for the complex outside of regular office hours on weekday evenings and on weekends. As such, this worker provides coverage for the front desk, opens the building on the weekends and closes it on weeknights and on weekends, monitors the physical plant for problems, and serves as the gracious face of Friends Center for all visitors.

If available for daytime shifts, the desk clerk may be asked to cover the front desk when the receptionist is absent. During those shifts, 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.

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

Greets and directs visitors

Answers main phone line and directs calls to others

Reviews building calendar to see what events are scheduled during the shift and directs attendees to the right locations in the facility

Responds to basic questions about the building and about Quakerism. Refers questions to others as appropriate

Helps to cordially redirect persons who come to the building seeking services not offered in Friends Center

Basic security

Opens and closes the building on Saturday and Sunday

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

Locks and secures the facility at closing on weeknights or Saturday and Sunday

Physical plant

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 room and AV setup for events as needed

Clears front pathway for entry in a light snow opening

Communications

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

Hours

Shifts are generally scheduled in advance for the following month, as follows:

- Weekday evening shifts are 4:30 p.m. – 10:30 p.m.
- Weekend shifts are 8:30 a.m. – 5:30 p.m.
- There is occasional extended-hours work on weekends before 8:30 a.m. or after 5:30 p.m.
- When substituting for the receptionist, weekday day shifts are 8:30 a.m. – 4:30 p.m.
- When substituting for early morning weekday shifts, reports at 6 a.m. to open building by 7 a.m.

General 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) desirable

Physical Requirements

Must be able to travel up and down four flights of stairs to secure the facility at closing
Able to lift packages and mail bins weighing up to 25 pounds

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, gender identity 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.