



The Center For Individuals
With Physical Challenges

**THE CENTER FOR INDIVIDUALS WITH PHYSICAL CHALLENGES
POSITION DESCRIPTION**

POSITION: Guest Services Representative I

MINIMUM REQUIREMENTS:

- High school diploma or GED
- Computer knowledge used in office settings (MS Office, Outlook, Word and Excel)
- Ability to learn new software and programs
- Attention to detail

PREFERRED REQUIREMENTS:

- Associate's Degree
- Experience managing front desk receptionist functions in a professional and courteous manner
- Advanced computer knowledge in programs referenced above, including database experience
- Bilingual
- Proficient in American Sign Language
- CPR/First Aid/AED trained

JOB CLASSIFICATION: Non-Exempt

REPORTS TO: Director of Member Services

GENERAL PURPOSE: To ensure Members and guests of *The Center* are greeted pleasantly and appropriately and that they are directed to those individuals and/or program areas appropriate to their needs; to ensure adequate and appropriate supervision of the facility and those present; and to support the staff in performing various clerical, administrative and program functions.

ESSENTIAL JOB FUNCTIONS:

- Greet and assist guests and Members with questions and direct to the appropriate staff as needed
- Completing paperwork as necessary for Members, non-members, guests and staff.
- Ability to multi-task while remaining calm and courteous is a priority.
- Receive telephone calls, including transferring and relaying messages as needed.
- Receive and distribute incoming mail, packages and other items as appropriate.
- Oversee, monitor and authorize facility entry through use of controlled access system, including creating identification cards.
- Monitor security cameras.
- Process Member enrollment and collect appropriate fees.
- Assist in the processing of monthly membership ACH transactions.
- Update Member database, including attendance in classes, emergency and contact information, and other assigned items.
- Produce and distribute monthly class rosters.
- Operate standard office equipment: computer, printer/copier, multi-line phone system, etc.
- Maintain and secure front desk cash box.
- Collect, track, manage and secure cash and credit card payments as appropriate.
- Use intercom system to communicate classes, transportation and other announcements as needed.

- Strong working knowledge of and ability to perform standard operating and emergency procedures.
- Perform clerical duties in support of staff as needed including word-processing, data entry, proofreading, assisting with mailings, etc.
- Ensure confidential information is handled appropriately.
- Able to appropriately respond in a timely manner to assist in Member or other emergencies.
- Oversee and the general *Center* environment for safety such as spills, physical obstacles, and other potential hazards and respond as necessary.
- Make emergency calls as needed, providing and collecting the appropriate information for responders.

PHYSICAL REQUIREMENTS:

- Move & lift a minimum of 30 lbs, including wheelchairs and other program supplies.
- Demonstrate stamina to tolerate a normal work day of active involvement.
- Ability to respond and maneuver to assist with Member and other emergencies.
- Be able to physically ensure a safe environment for Members.

We are looking for someone who is a team-player and is interested in being a part of our growing organization. Must be highly organized, a self-starter, and able to handle multiple projects at a time. Sensitivity and willingness to work with people with physical challenges is a must.

ADDITIONAL INFORMATION: This is a part-time, non-exempt hourly position with rate of pay based on skills, experience and education. Please send resumes to Vickie Holler at vholler@tulsacenter.org or fax to 918-584-8646.