



A.M. Customer Service Associate

YWCA is on a mission! As a social justice organization, YWCA Evanston/North Shore seeks to raise awareness on the issues of racial and gender equity. We affect real change by providing women and girls' health, safety, economic advancement, and racial justice programs, and services. YWCA Evanston North Shore improves the lives of women and families, and services the northeast metropolitan Chicago area. Located in Evanston, we are minutes from the lakefront and easily accessible by public transportation.

YWCA is an Equal Opportunity Employer, and we are proud of our commitment to our diverse workforce. YWCA Evanston North Shore encourages work/life balance, offers a competitive benefits package and generous paid time off programs. Learn more at: www.ywca-ens.org.

Position Summary

The A.M Customer Service Associate ensures a friendly and welcoming environment for all customers, clients, and staff while delivering efficient and accurate front-desk and lobby services and support. As the first point of contact for the public, this position sets a professional and helpful tone with all individuals and accurately communicates information to the public. The A.M customer service associate is responsible for opening the facility, punctuality is an absolute necessity for success in this position.

Responsibilities

- Open building via opening guidelines: Make sure all lights are on and bathroom/locker room doors are open. MUST BE ON TIME.
- Check facility cleanliness via a daily YWCA checklist.
- Data entry of all activity forms that are prepped for entry.
- Process activity forms and cash/credit card transaction when needed.
- Answer all in person and telephone inquiries regarding all YWCA programming.
- Restock kitchen and meeting rooms with supplies when needed.
- Ensure a friendly environment for our early morning swimmers by properly greeting every customer.
- Balance cash drawer at the end of every shift.
- Report equipment, facility and software issues to manager immediately.
- Understand and adhere to all of the YWCA Evanston/North Shore procedures and policies as well as the YWCA Employee Handbook

Requirements

Schedule: 5:30 a.m. to 10:30 a.m. Monday through Friday, possible additional hours as needed and available.

Education: High school diploma or G.E.D. equivalent

Experience: One year reception, customer service, or retail sales experience.

Software: Skilled in Microsoft Word required, Access skills a plus

Language: Bilingual Spanish/English a plus

Skills: Good interpersonal communications skills, the ability to multi-task and problem solve required. Friendly and professional tone and actions are vital. Proficiency in the operation of office equipment including telephone switchboard, voice mail, copier, fax machine, cash register, credit card sales terminal, typewriter, and calculator preferred.

Physical Demands: Prolonged deskbound periods regularly required. Occasionally required to move about the facility. Occasionally required to push, pull, lift and/or move up to 10 pounds. Must be able to move about facility.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary Level: \$12.00 hourly

Send Applicants: Submit resume to jobs@ywca-ens.org. **Be sure to list the position title in the subject line of your email. No phone calls please.**