



Part-Time 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 Customer Service Associate ensures a friendly and welcoming environment for all customers, clients, and staff and delivers 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.

Responsibilities

Front Desk Operations:

- Greet each visitor with a smile and adhere to visitor check in process.
- Assist visitors with disabilities or limited mobility with accessing lobby and pool area.
- Answer all incoming calls and direct to appropriate staff, retrieve and relay voicemail messages on a daily basis.
- Give correct information in person and on the phone in response to inquiries about YWCA programs and services.
- Ensure front desk is maintained as a service-oriented, professional space by redirecting staff communication to the proper channels or private locations.
- Monitor and take the necessary actions to ensure the lobby is a safe, clean, and orderly environment and report all needed repairs and custodial issues in a timely manner.
- Perform all required opening and closing procedures and be knowledgeable of building security and emergency protocol in order to maintain the security and welfare of clients, customers, and staff.
- As directed, conduct daily walk through using multi-point inspection list to ensure proper maintenance of locker rooms and lobby.
- Ensure copy room, fax area, and reception desk are maintained in neat and orderly condition, and well supplied with the materials needed for efficient operation.
- Report equipment and software issues to supervisor immediately.
- Date, stamp and distribute incoming mail.
- Inspect all incoming mail for checks.

- Process all receipts received in the mail according to instructions.
- Record receipt of packages and notify staff regarding packages.
- Distribute faxes to staff mailboxes.

Processes Registrations, Donations, and Point of Sale:

- Assist customers in registering for agency programs.
- Collect and handle registration fees and donations through the point of sale system, and account for financial transactions.
- Receive approved in-kind donations according to procedures and screen unapproved in-kind donations in accordance with protocol
- Courteously turn away items not on the accepted list of items.
- Process donations according to established procedures.
- Prepare daily reports for accounting.
- Balance cash drawer at the end of every shift.
- Direct all incoming monetary or in-kind donations calls to the appropriate staff person,

Other Responsibilities (5%):

- Perform other duties as assigned.
- Understand and adhere to all of the YWCA Evanston/North Shore procedures and policies as well as the YWCA Employee Handbook.

Requirements

Schedule: 10:30 a.m. to 3:30 p.m. Monday & Wednesday, 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 preferred

Knowledge: Computer literacy, proficient in Microsoft Word, Excel, Outlook, Explorer and basic math skills required

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.

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.**