



POSITION TITLE: **Guest Services Coordinator**
REPORTS TO: Program & Operations Manager
STATUS: Part-time (20 hours per week, afternoons/evenings and weekends required)

GENERAL

Hyde Park Neighborhood Club was founded in 1909 in response to the needs of local youth. In the century since then, HPNC has grown and evolved. Our mission is to bring people together to strengthen the health, vitality, and sustainability of our diverse local community through programs and partnerships, with a particular focus on child and youth development. We value social and racial justice, environmental stewardship, inclusion, and excellence.

JOB SUMMARY

Under the direct supervision of the Program & Operations Manager, the Guest Services Coordinator will address day-to-day customer service needs. S/he will become the in-house expert on HPNC's program offerings and registration software. S/he will assist families with registration, accounts management, and payment processing. S/he will be responsible for tracking paperwork and implementing policies and protocols in daily delivery of HPNC's services. S/he be stationed at the front desk and will answer emails, phone inquiries, and program questions from the general public, and will handle basic reception duties. Courteous customer service, excellent written and verbal communication, and strong organization required.

PERFORMANCE DIMENSIONS AND TASKS:

1. Guest Support & Communications

- Serve as expert in Sawyer registration software and provide in-person, email, and phone support to families needing personal assistance with the online registration and account updates.
- Orient guests to HPNC's programs and refer questions to other HPNC staff as appropriate.
- Become very familiar with HPNC's website and communicate with families by phone and email regarding general program updates and updates to family accounts.
- Understand, explain, and implement the technical aspects of HPNC's refund policy and obtain supervisor's written approval before processing a refund.
- Maintain parent computer area and assist parents to use it appropriately.
- Assist at special events as needed, including but not limited to the annual gala.

2. Program Operations & Reception

- Print program rosters from registration software, track attendance in online platform, implement guest check-in procedures, and monitor entry at the front door to ensure guests are registered for the correct program and current with their account.
- Implement and enforce compliance of all building safety measures and track vital information in Excel.
- Establish up-to-date e-mail lists and systems for regular and efficient communications.
- Answer phones, emails, and in-person questions from the general public.
- Review program and pricing updates and ensure that fliers at front desk and bulletin boards are up to date.
- Monitor digital volunteer applications daily and alert appropriate manager or director when new applications are received. Track volunteer hours in Excel.
- Receive, monitor, and distribute daily snack to OST programs according to food program compliance standards.
- Receive deliveries and mail and distribute mail to staff mailboxes.



- Assist managers and directors with occasional projects, such as letter mailings, reference checking, and report preparation.

Job Qualifications

- Some college required
- 2-3 years of experience working in a customer service or office environment
- Functional knowledge of MS Office Suite (Excel, Word, and PowerPoint) and Google Suite.

Personal Characteristics

- Friendly and efficient customer service
- Strong organization and prompt follow-through
- Ability to coordinate multiple tasks and deadlines
- Excellent verbal and written communication skills
- Works well as a member of a team and independently
- Warm and welcoming demeanor/attitude toward clientele of all ages and backgrounds

To apply please send resume, cover letter and answers to the following questions to employment@hpncclub.org

- Can you tell us about any skills or experience you have that might be helpful in this job?
- What motivates you to do a great job at work, other than the paycheck?
- Tell us about a time when you found it difficult to work with someone. How did you handle the situation?

