



You'll feel better inside.

Temp Front Desk Receptionist

Department: Programs; Information and Education
Supervised by: Participant Engagement Manager
Status: Hourly, Temporary
Hours: Schedule of minimum 16.5 hours per week:
Tuesdays: 3:00 – 7:30 p.m.
Wednesdays: 4:00 – 7:30 p.m.
Thursdays: 3:00 – 7:30 p.m.
Saturdays: 8:30 a.m. – 12:30 p.m.
Location: On-site at main location in Hinsdale

Summary of Position

As the first point of contact for anyone walking through our doors, this role is responsible for welcoming people into Wellness House by creating a warm and welcoming environment in the front desk area.

Responsibilities:

75% Reception and Engagement

- Provide exceptional customer service by being warm, welcoming, and relationship-focused to all participants, staff and Wellness House community.
- Greet, check in and assist participants when they enter the house to attend programs, classes or meetings.
- Answer Wellness House's main phone line/front desk phone, transfer calls or take care of depending on request/purpose of call.
- Register and cancel participants for classes through the program database, MindBody Online as requested.
- Check participants into programs and direct them towards their program.
- If applicable during shift, host online Zoom classes and accurately record attendance, as needed.

25% Program Support

- Assist with general program preparation and room set-up as needed.
- Other duties as assigned by the Participant Engagement Manager

Qualifications

- **Education:** Minimum high school diploma
- **Skills:** Strong customer service skills required. Excellent oral and written communication skills; strong relationship-building, organization, and multi-tasking skills; strong computer skills (MS Word, Excel, Power Point, Zoom and database programs)
- **Demonstrated Competencies:** Sensitivity to working with people navigating stressful and sensitive life circumstances and ability to maintain confidentiality; capable of balancing multiple priorities effectively and meeting deadlines; enthusiastic, self-motivated and committed to excellence
- **Commitment to mission of Wellness House:** Wellness House envisions a community where all people affected by cancer thrive. Offered at no cost, and as a complement to medical treatment, our programs **educate**, **support** and **empower** participants so they will improve their physical and emotional well-being.