



Customer Service Associate Job Posting

The Community House is a 501(c)(3) nonprofit that serves as a gathering place for a wide variety of activities including youth programs, adult fitness activities, weddings and other celebrations, fundraising events, performances in our theater, and much more.

Our facilities include a theater, fitness center, gymnasium, and several multipurpose spaces in an historic and well-maintained building in the heart of Winnetka, listed on the National Register of Historic Places and surrounded by beautiful gardens and grounds.

Customer Service Associates are the first point of contact for fitness center members, program participants, facility users, and the general public. You are a problem-solver and an advisor, and are responsible for providing outstanding customer service to everyone you encounter. Customer Service Associates may work at the Community House Front Desk, Fitness Center Desk, and/or the Gymnasium Desk as operational needs require.

General responsibilities include:

- Greets and assists customers as needed, on the phone and in person
- Assists customers with program registration, room reservations, program membership sales, fitness center membership sales, and all inquiries, payments, or other transactions
- Works independently as well as collaboratively with the maintenance team to solve problems that may arise with any aspect of Community House operations
- Provides support and customer service for special events
- Assists with projects and administrative tasks as assigned

Qualifications:

- Highly organized, detail-oriented, and able to multi-task
- Exceptional phone etiquette and overall communication skills
- The ability to work independently, problem-solve, and perform in a fast-paced environment
- Knowledge of basic office procedures, experience in the use of computers and office equipment, and proficiency in Microsoft Office applications
- Previous experience in customer service and/or experience in a park district, YMCA, or other similar recreational environment preferred
- CPR/AED certification required within 3 months of hire

Hours: part-time, usually 8-19 hours/week

Pay: \$16/hour

We are primarily seeking to fill shifts on weekday afternoons, weeknights and weekends. A full job description will be provided to candidates selected to interview. Send your **resume or a completed application form** (link below) to Rachel Tandy, rachelt@mywch.org. Applications will be reviewed as they are received. A criminal background check will be required.

Application forms are available on our website: <https://www.mycommunityhouse.org/employment>