

Position: Front Desk/Happiness Coordinator

Location: 5075 South Union Street, South Bloomfield, OH 43013

Reports to: Executive Director

Salary Range: \$10/hour

Availability Requirements: Hourly Shifts

The Place: The Place is a locally owned and operated community-centric location in which people of all ages can take classes and programs to physically, mentally and emotionally grow into the best version of themselves. The Place offerings are continually expanding and changing to meet the community's needs.

The Place is the community resource for extra-curricular programming outside of the school's offering. People choose The Place because of The Place's high value allocation on selecting and providing the very best in art, music, athletics, STEM, and more. The Place is designed to provide people with additional tools they need to navigate the world. It is a safe and comforting place to grow.

Front Desk/Happiness Coordinator: The Front Desk/Happiness Coordinator position is available in eight hour increments to support the operating hours of The Place. The Happiness Coordinators serve in two roles - front desk and facility coordination. In the front desk role, the Coordinator is responsible for meeting and greeting all guests, checking guests into the appropriate classes, guiding and instructor new visitors on class locations, restrooms, facility resources, etc. In the facility coordination role, the Coordinator will be responsible for helping and aiding students and teachers as an extra set of hands, an after-hours care provider, a small group leader (with the guide and instruction of a teacher) and the overall support to programs within their scheduled time. The Happiness Coordinator is the first and last face the guests see and therefore should be a positive and happy person who can provide a supportive and energetic feeling when guests arrive and/or leave The Place.

Hours for the Front Desk/Happiness Coordinator will be posted at least two-weeks in advance of the work week. This position will be filled by multiple people. Hours of operation could be from 6 a.m. to 9 p.m. with downtime between on most days.

Responsibilities:

- Manage the check-in area of The Place, greeting, guiding and otherwise hosting the guests upon entry
- Research and identify social media, community outreach and other relevant outreach opportunities
- Research and identify competitor offerings, trends and progressions
- Support management of the event calendar in coordination with other programming
- Support and work with other key staff members on event ideas, programming support and overall growth opportunities for staff and The Place offerings
- Support a positive work environment with open and honest communication to staff and guests. Create positive relationships with outside vendors and other parties that can support events at The Place.

- Support teachers and students with an additional set of hands during specific classes. During summer months, provide student care during lunch hour and/or during after-hours care.

Required Knowledge, Skills & Abilities:

- High school degree and/or 2-year Associate or Bachelor's Degree and/or relevant field experience
- Excellent verbal and written communication skills, coordination and planning
- Ability to see the big picture and plan holistically for the future of the organization
- Demonstrates good judgement and decision making skills in changing situations
- Is creative at heart with desire to continuously improve and create new opportunities
- Ability to lead and provide guidance to staff of all ages and abilities