



**Position Title:** Guest Service and Sales Representative  
**Reports to:** Director of Community Center Services  
**Status:** On Call, Non-Exempt  
**Position Summary:** The Guest Service and Sales Representative is responsible for greeting all Wellstone Center guests, answering incoming phone calls, scheduling events/meetings, and providing general administrative and customer support.

**Responsibilities:**

- Open or close the welcome area/lobby and maintain equipment daily
- Welcome and direct tenants, customers, visitors and participants to programs, meeting rooms, and building operations
- Promptly and respectfully answer incoming phone calls via a seven-line switchboard, routing calls to the appropriate staff member, answering questions, or taking a message
- Assist with scheduling, planning, and invoicing of meetings/events for internal and external clients from start to finish
- Provide coordination and administrative support for various Neighborhood House programs and Parks & Rec as needed
- Ensure that reception area, lobby and community bulletin board are maintained in a clean, neat, and orderly manner
- Disseminate information regarding and assist with registration/payments for Parks & Rec programs
- Communicate respectfully and effectively with community, staff and visitors
- Sort, record, and distribute incoming and outgoing mail
- Collect and receipt agency income
- Orient volunteers to Welcome Desk operations as needed
- Organize, monitor, and maintain forms and files located at Welcome Desk
- Provide refreshments for staff meetings, events and conferences as requested
- Maintain agency office supply inventory monthly
- Respectfully mediate conversations between community, participants, staff, and visitors
- Monitor cameras and work with maintenance, youth center, and Parks & Rec to ensure overall facility security
- Perform all work in accordance with Neighborhood House policies and procedures
- Attend and participate in departmental, agency and external meetings, trainings, committees and events as required
- Other duties as assigned

**Qualifications:**

- High School diploma or GED equivalent required
- Clerical educational program or two years of office clerical experience required
- Must be fluent written and orally in English
- Bilingual in English and Spanish or Hmong required
- Computer experience and skills in Microsoft Word, Excel, and Outlook; experience with EMS database system a plus
- Ability to maintain calendars and schedule appointments
- Detailed organizational skills and ability to meet deadlines a must
- Ability to work in a fast-paced, high-energy environment
- Demonstrated ability to work and communicate effectively with people of diverse ethnic, economic, racial and cultural backgrounds
- Must pass a criminal background check

**Hours:** Days, Nights and Weekends

**For consideration please submit your resume with letter of interest to: Neighborhood House, Attn: Human Resources, 179 Robie St, St. Paul, MN 55107; Fax 651-789-2555; Email: [humanresources@neighb.org](mailto:humanresources@neighb.org).  
Position Posted: 06/12/17 Closing date: 06/16/17**

***Neighborhood House is an equal opportunity employer committed to affirmative action and a welcoming work environment for people of diverse communities.***

*We participate in the support, guidance, and appreciation of volunteers.*