



MILWAUKEE
JEWISH FEDERATION

JOB DESCRIPTION

FRONT DESK RECEPTIONIST

Department: Business Services

Reports to: Controller

FLSA Status: Non-exempt

Work Status: Full time

About the Organization

Since 1902, the Milwaukee Jewish Federation (MJF) has demonstrated the power of collective giving by raising and investing financial resources to make the world a better place. Each year we distribute about \$20 million to Jewish and other nonprofit organizations. Funds come primarily from our \$7 million annual campaign and our \$200 million Jewish Community Foundation. In addition to fundraising, we have several direct service programs like Jewish Museum Milwaukee, which served 30,000 remote visitors this past year; the Nathan and Esther Pelz Holocaust Education Resource Center, which reached over 45,000 last year; and the Wisconsin Jewish Chronicle, serving the Jewish community across the state. We are committed to the principles of Klal Yisrael (the collective unity of the Jewish people), Tzedakah (the obligation to care for one another) and Tikkun Olam (improving the society in which we live). Learn more about the Milwaukee Jewish Federation <https://www.milwaukeejewish.org/h>

Summary/Objective

The Front Desk Receptionist will administer these objectives:

1. Be the welcoming face of MJF and JMM and welcome and assist guests to the building and over the phone in a customer-centered manner.
2. Answer main line for Milwaukee Jewish Federation, Jewish Community Foundation, Holocaust Education Resource Center, Jewish Museum Milwaukee and Wisconsin Jewish Chronicle. Answer general questions, transfer to appropriate person or take a message as appropriate.
3. Acts as the keeper the Helfaer Outlook calendar – data enters employee time off; meetings and events as needed.

Essential Functions

- Assists and supports Federation staff including but not limited to: reminder calls, filing campaign cards, mailings, scanning, mail merges and miscellaneous projects
- Screens all incoming mail prior to distribution to departments.
- Update multiple phone lists
- Coordinate messenger service/deliveries. Notifies staff of deliveries.
- Check obituaries daily and give to Campaign Data Analyst, JCF Executive Assistant, JMM Archivist and Museum Director
- Keep Museum attendance spreadsheet updated
- Update daily events sheet in Reception, if applicable.
- Notifies departments of deliveries
- Makes sure mailroom is functional, clean and stocked.
- If needed, from 8-9 a.m. every day the receptionist will forward the phones to a Business Services employee and the Museum phones to the Museum employee to:
 - Deliver the previous days mail;
 - Order office supplies including coffee and soda;
 - Maintain/organize the MJF supply room.

- Enters accounts payable information into accounting software (data entry)
- Places orders for office supplies, drinks and coffee kept in conference rooms/CEO's office.
- Distributes mail to all departments (individually or via mail room)
- Data enters paid memberships into CRM
- Greets all museum patrons, asks them to sign in, processes admission, marks them on the tally sheets, gives overview of museum. Suggests a museum membership.
- Processes sales from the book cart, sells tickets to programs and memberships.
- Thank each visitor for coming. Asks them to take the survey.
- Creates and stock handouts and informational guides for museum visitors
- Tracks visitor statistics as part of museum visitor survey
- Counts and balances the museum money drawer, and ensures change is available, if not, gets change from petty cash or the bank
- Processes credit card payments and retrieves online payments from US Bank epaymentservices.com daily.
- Acts a main museum membership coordinator. Create letters to museum members to remind them or to thank them of their membership according to schedule. This includes two reminders before they expire, one lapsed letter and a 6 months and 1 year lapsed letter. Create the labels for the membership cards and stuff the envelopes. Sends specified donor thank you gifts.
- Runs other membership reports as needed.
- Runs monthly membership list including deduping and send it to the Museum Executive Director
- Updates/ maintain a membership spreadsheet, accurately tracing payments and thank you letters.
- Retrieves (applicable) tributes, memberships, and museum event registrations from Mobile Cause. Update a running spreadsheet and print out the sign ups
- Create thank you letters for people who have made donations to the museum. Notifies the recipient if any tributes were made on their behalf for a specific person.
- Maintains IT inventory maintenance and tracking.
- Office and cubicle setup – to include new hire and change in staff locations or title. Prepare office signage,
- Gives Executive Director death notices of museum members. Prints appropriate condolence letter for signature

Additional Functions

- Assist with other projects as needed

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Experience

- High school diploma or equivalent required
- Experience in office environment preferred

Required Skills/Abilities

- Capable of using Word, Excel, and basic formulas

- Knows the CRM system in order to fully satisfy membership responsibilities
- Well-developed customer service skills
- High level of reliability and a sense of personal responsibility
- Ability to meet the challenge of deadlines, both short and long-term
- Ability to multi-task
- High degree of accuracy and attention to detail
- Willingness to take on new projects and assist others
- Knowledge of Jewish community a plus

Supervisory Responsibility

- This position has no supervisory responsibility

Work Environment

- This job operates in a professional office environment with pleasant working conditions, good lighting, ventilation, reasonable quietness, and reasonably regular work hours. This role frequently uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

- This is largely a sedentary role; however occasional filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary. On rare occasions it may be necessary to lift and/or move up to 15-20 pounds, usually waist high. There will be frequent computer usage which will require arm and hand dexterity as well as all vision abilities to be successful.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required to perform the job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by management on _____:

Manager _____

COO/HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____