Office and Customer Experience Coordinator (Part-time, Salary)

Job Description

The City Club of Cleveland seeks an enthusiastic team player to join our civically engaged, mission driven organization. The ideal candidate enjoys engaging people on an individual basis, is an exceptional multi-tasker, and thrives in an open workspace. They understand the importance of highly attentive customer service in helping individuals feel connected to the work of the organization. This position will provide good humored and engaging service to all customers (audience members, guests, and clients of catering services) as well as providing critical administrative support to all parts of the organization. This position is a first responder for the City Club and reports to the CFO.

Responsibilities include:

- Greeting guests and members upon their arrival at the City Club and helping to answer their questions, meet their needs, and exceed their expectations
- Answering phone and email contacts to the main office and ensuring that incoming inquiries get to the right team members for follow up
- Managing reservations and registration for all City Club of Cleveland events, including processing and tracking ticket and table sales, sharing information with the City Club team, and providing day-of event registration for all City Club events
- Generating registration materials for all forums, including table sponsor signs, head table place cards, and final registration lists for check-in
- Providing administrative support to the CEO and CFO as needed
- Processing incoming mail, which includes properly logging and distributing time sensitive and highly confidential information
- Assists Director of Programming with speaker communication and logistics including composing confirmation letters, obtaining head shots and bios, and coordinating the completion of consent forms
- Managing the maintenance of office equipment and supplies and ensuring the front office area is organized
- Other duties as assigned

Qualifications:

- Able to make customers feel cared for and tended to, no matter what else is going on
- Minimum of two years working in an office setting
- Excellent phone, email, and written communication skills
- Strong attention to detail
- Able to work independently and efficiently
- Willingness to adapt to changing priorities and situations
- Proficient in Microsoft Office Suite, including mail merge
- Non-profit experience a plus
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Compensation
Compensation is competitive and commensurate with skills and experience. The City Club of Cleveland provides health insurance, paid vacation, 401(k), and downtown parking or a monthly transit pass.

The City Club of Cleveland serves Greater Cleveland, the State of Ohio, and the nation with programs that convene leaders, engage citizens and provide all of our communities with opportunities to learn and participate in spirited dialogue on the issues that shape our future.

We are committed to diversity, inclusion and growth for all our employees. Minority applicants are strongly encouraged to apply. Applicants should send resume and cover letter to CFO Julie Kelly (jkelly@cityclub.org).