

**Job Title: Center Service Staff**

**Job Objective:** The Center Service Staffer is responsible for assisting in the organization and implementation of programs and activities for the Fallbrook Regional Health District's Wellness Center campus. The position is a strong member of the team and who, as the first point of contact for the District, is expected to foster the best possible relations among community members, the Board of Directors and staff. The Center Service Staffer will be responsible for answering incoming calls, providing exceptional customer service to all Center visitors, and serving as clerical support for Center projects. This position will work under the direct management of the Wellness Center Administrator and work in concert with community volunteers.

**Duties:**

1. Answer phones by the third ring, direct calls as appropriate.
2. Assist visitors in a prompt, helpful, timely and accurate manner.
3. Under the direction of the Center Administrator, prepare and coordinate Center meeting room schedules.
4. Provide logistical support for Center users; including, but not limited to setting up tables, chairs, and other event related tasks.
5. Keep community and staff meeting areas clean and clear of debris.
6. Be responsible for the opening and closing of the Center's meeting spaces during both regular business hours and days, as well as during extended business hours as predetermined.
7. Provide back-office support to District staff with data entry, mailings, special event announcements, and other clerical tasks.
8. Attend and participate in community events as related to the provision of services of the District.
9. Develop and maintain effective working relationships with other District staff members.
10. All other duties as assigned.

**Qualifications:**

The Center Service Staffer is expected to have basic computer literacy skills with Microsoft Office. Ability to answer multiple phone lines – while keeping calm and friendly. A talent for developing strong interpersonal relationship and consensus building is preferred. Possess the ability to work effectively and patiently with individuals with age related, cognitive or physical limitations. Ability to speak Spanish is preferred but not required. Ability to lift at least 25 pounds and arrange office chairs and tables.

Bilingual English/Spanish is preferred, this position is eligible for bi-lingual add-on pay.

Organization Culture: Ability to work independently and/or as a team member. Ability to perform work in a creative, energetic and self-directive manner. As a public entity our mission and values are community focused.

**Work Hours:** The Center Service Staffer can be a part-time or full-time position; this option will be discussed with qualified candidates. The organization core operating hours are 9:00 a.m. to 5:00 p.m. Monday through Friday; however, weekend and evening schedules will be needed. Any off-core scheduling will be made known to the employee no later than two weeks before any such scheduled event.

**Salary Range and Benefits:** \$15.00 to \$18.00 per hour, non-exempt. This position qualifies for bi-lingual add-on pay, which is three percent (3%) additional pay calculated from the base rate. Health and retirement benefits are available and will be discussed with successful candidates.

**Supervisor:** Wellness Center Administrator

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The terms of my employment have been discussed with me, and I understand the benefits available and the rate of pay ( Hourly/Non exempt \$ \_\_\_\_\_) and through my employment at FRHD.

Employee Signature: \_\_\_\_\_

Start Date: \_\_\_\_\_