

## **Stephen Wise Temple**

**Position title: High Holy Days Temp**

**Temporary position – now through October 18, 2019**

### **About the Position**

The High Holy Days Temporary Assistant will provide exemplary customer service to a variety of constituents: new and long-standing members of Stephen Wise Temple; prospective member families; donors and friends of the community; clergy and staff. This key team player will handle a busy call center throughout the weeks leading up to (and during) the High Holy Days; will assist visitors who arrive to handle High Holy Days and membership needs; and will work with our administrative and senior staff to ensure all data entry is up-to-date and accurate.

### **About You**

You have superior customer service abilities and treat even the simplest interactions as opportunities to be an ambassador for community. You are a self-motivated individual that works well independently but in a team setting as well. You pay meticulous attention to detail in all tasks and can balance a multitude of tasks while serving customer service opportunities as they come up. You are comfortable with database systems and/or CRM systems and can learn new systems easily.

### **Job Responsibilities and Qualifications**

- Field phone calls and walk-in traffic with customer-forward, here-to-help attitude
- Work with members on the phone to assist with membership renewal, ticket reservations, registrations
- Work with Membership Department on daily data entry; ensure system is up-to-date and accurate
- Staff High Holy Days-related events: assist with membership renewal, ticket reservations, field questions, serve as ambassador for member needs
- Staff High Holy Days services: manage will-call, handle issues or errors in ticketing or membership
- Filing and organizational tasks as necessary
- Some weeknight and weekend hours required (including days/nights of High Holy Days)

### **Minimum Qualifications**

- High School diploma or equivalent
- Exemplary customer service abilities with a friendly disposition

- Organizational, multi-tasking skills; ability to deliver on daily and weekly deadlines despite continuous phone and email traffic
- Self-starter with an eye towards improving systems and processes
- Expert data entry, comfort with a variety of databases/CRMs
- Meticulous attention to detail
- Ability to transition from internal data-related tasks to outgoing customer support services and event staffing
- Excellent editing & writing skills
- Outstanding organizational skills
- Excellent interpersonal skills
- Proficiency in Word, Excel and Outlook
- Works well under pressure in a busy environment
- Can prioritize work assignments
- Must be able to do basic accounting and math calculations
- Familiarity with Reform Judaism is a plus

### **About Stephen Wise Temple**

Founded in 1964, Stephen Wise Temple is one of the largest Reform Jewish synagogues and schools in the world. The Wise community consists of a thriving congregation; Wise School (a top-tier K-6 elementary school and Early Childhood Center); Center for Youth Engagement (including Religious School, teen programming and Camp Wise); weekly worship services; and over 100 opportunities for deep learning, *tikkun olam* (helping those in need), and Jewish engagement throughout the year. With 1,800 member families and more than 170 employees, Wise is known for its extensive educational, spiritual, and musical programs designed for individuals, couples, and families at all stages of life.

The Wise campus is located on 19 beautiful acres atop the Mulholland Corridor of the Santa Monica Mountains and includes the new, state-of-the-art Katz Family Pavilion for daily athletic activities and diverse major events. The community founded by Rabbi Isaiah Zeldin is now led by Rabbi Yoshi Zweiback and a committed team of educators, administrators, and lay volunteers.

Wise makes meaning and changes the world.