

## Customer Service Representative

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** \$23.00 to \$25.00 hourly  
**Employment status:** Contract / Temporary to Hire

### Description

Thriving Reform synagogue in San Mateo seeks a well-organized, customer service oriented, motivated individual for a part-time role (approximately 25 hrs/wk, onsite only) to coordinate events of a busy 760- family congregation in a friendly and professional manner. This position is accountable for managing lifecycle and special events from conception to implementation. We are proud of our unique workplace with a small, dedicated team. This position reports to the Director of Operations & Facilities. Key Duties and Responsibilities include (but are not limited to):

- Work with member families, lay-leaders, and outside groups to prepare for and coordinate their events (i.e., BE-Mitzvahs, weddings, baby namings, concerts, speakers, services, holidays)
- Responsible for ordering food weekly
- Design, plan, coordinate, and implement meals, set-ups, and staffing of events
- Coordinate all event dates with Director of Operations & Facilities to ensure events are calendared and facility use is planned
- Liaison with outside vendors to manage lists and ensure all insurance certificates are current
- Coordinate billing for members and vendors and maintain accurate records

### Requirements

Strong organizational & interpersonal skills, with a welcoming and positive attitude and a professional presentation. Customer service focus is critical.

Excellent verbal and written communication skills.

General computer proficiency: comfort level with being trained to use synagogue database software.

Proficiency or mastery in Microsoft Office Suite (Word, Excel {basic formulas; exporting}, Outlook).

Strong time management skills to enable working on multiple deadlines; ability to initiate and complete projects in a timely manner.

Previous event planning experience desirable.

Strong attention to detail.

Ability to function effectively in a fluid environment and be a team player.

Flexibility and a healthy sense of humor.

B.A./B.S. degree and/or 3 years' experience in an office setting.

NOTE: Working on the Jewish High Holy Days is a requirement.

Familiarity with Jewish customs and practice a plus.

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