



1111 SW 10th Avenue, Portland, OR 97205
Telephone (503) 294-7496: Fax (503) 294-7399 www.ywcapdx.org
Email: employment@ywcapdx.org

JOB TITLE: Operations Clerk
DEPARTMENT/PROGRAM: Facilities/Operations
REPORTS TO: Facilities Manager
Position Status: Non-exempt
HOURS PER WEEK: 16 (4:00-7:00 pm Monday through Friday)
WAGE/SALARY RANGE: \$9.50-\$10.50 PER HOUR DOE

HOW TO APPLY:

If you feel you are a great candidate, please apply with the following information:

1. A **complete chronological resume**, including dates of employment, self-employment, volunteer activities and any periods of unemployment
2. The names and contact information for **three (3) references**, each of whom has known you in a professional capacity for more than three years
3. A **cover letter** with specific answers to the following questions:
 - Why are you interested in this position?;
 - How do your experience, talents and style fit your understanding of what this position entails; and
 - How did you hear about this position?

To apply, submit the above information to employment@ywcapdx.org with your name and “Operations Clerk” in the subject line by Monday, February 6, 2012.

Our Mission: The YWCA of Greater Portland (“YWCA”) is dedicated to changing lives by empowering women and their families to achieve safety, opportunity, and independence.

POSITION SUMMARY

Assist in generating revenue through space rentals and reservations. Provide evening coverage for the reception area as guests arrive for meetings. Demonstrate helpful, courteous customer service to external (clients, members, donors) and internal (staff) customers that reflect the mission and spirit of the YWCA.

Essential Functions/Major Responsibilities

- Grant entry into the building for authorized evening visitors and screen visitors via camera surveillance before allowing entry into the building.
- Greet visitors and escort them to various spaces throughout building.

- Perform nightly security sweeps of the third floor Executive suite.
- Produce, maintain and track invoicing and rental agreement process for meeting space and athletic space renters.
- Work with current lessees to ensure good tenant relations.
- Generate revenue for YWCA by advertising rental spaces and working with YWCA affiliates to secure additional space rentals.
- Meet once per week with Facilities Manager during business hours to outline priorities and track progress of rental revenue.
- Secure building upon leaving each evening and communicate with visitors about securing the building when they leave.
- Follow strict protocol when interacting with visitors.
- Be educated on emergency procedures and follow emergency procedures to the letter.
- Process waiver of liability forms for use of fitness areas and collect proof of liability insurance from renters.
- Monitor and maintain facilities inventory including janitorial and equipment supplies.
- Responds to inquiries and requests for general information from external and internal sources.
- Check conference rooms throughout the shift to ensure that spaces are left clean and orderly.

Secondary Functions

- Monitor and communicate with janitorial services.
- Maintain clerical room, including general organization and office supply orders.
- Keep copier stations stocked with paper and toner.
- Tour the empty spaces in the building and create lists of maintenance needs.
- Troubleshoot computer and projector issues as needed.

Interpersonal Contacts

The incumbent will most commonly interact with:

- Employees
- Donors
- Community Members
- Customers
- Clients

Specific Job Skills

- Must be punctual, reliable and demonstrate a caring and professional work demeanor to relate well with people of diverse backgrounds.
- Must exercise sound judgment in crises, prioritize work, and remain calm under pressure.
- Must possess proficient knowledge of the Microsoft Office Suite, in particular, MS Excel.
- Must be able to produce and formulate spreadsheets to track data for space rentals.
- Familiarity with mail merge preferred.
- Must perform this job without direct supervision and must be able to work evenings from 4pm to 7pm.
- One weekly meeting during the business day is required (time can be negotiated).



- This individual must also have strong interpersonal and communication skills and demonstrate a high level of professionalism.

EDUCATION / EXPERIENCE (Including License / Certification)

- Minimum high school diploma or GED preferred.
- A minimum of one-year relevant reception experience in a social service setting is preferred but not mandatory.

JOB CONDITIONS

- Prolonged computer use
- Must be able to move up to 25lbs

The YWCA of Greater Portland is an Affirmative Action/ Equal Opportunity Employer that values diversity, and is fully committed to employing a diverse workforce.