



◀ BUILDING BRIGHTER FUTURES ▶

Position

Welcome Center Manager

Who We Are

For 75 years, The Carver Center's purpose has been to Build Brighter Futures for the Port Chester Community. Carver is at a pivotal inflection point of accelerated growth as we evolve from a traditional community center into a community learning organization. We are sharpening our focus on learning to ensure that our services become the catalyst for meeting our mission!

What We Believe In

We measure success one individual at a time, as we are passionate and hyper-focused on improving and transforming lives across all stages of our learning continuum; an ideology that we embrace and practice within our staff, board of directors, and all other members of the Carver family. We intend to continuously elevate our standard of excellence across all facets of the organization, while maintaining our belief in outcome measurement and collective results. We are a culture of 'YES' which encourages free-thinking, risk-taking, and innovation as we strive to meet our mission every day. For more information about Carver and its services, please visit www.carvercenter.org.

Role of Welcome Center Manager

The Welcome Center Manager (WCM) is the gatekeeper to the organization, conveying a sense of hospitality and integrity. The number one priority is to create a heightened client experience. The WCM and all Welcome Center Staff will be highly professional, accommodating, and patient with refined customer service and sales competencies, completely informed and knowledgeable about all Carver Center activities to ensure excellent synergies with the Learning, Advancement, and Business teams.

Type of Human We Are Looking For

Self-starting & self-directing, know how to lead and take ownership of projects and tasks, motivating and mobilizing those around you

Well-rounded/Versatile have the ability to work through a diverse cross-section of responsibilities and tasks

Flexible and resilient Carver Center has ever-changing needs – the ability to adapt to these needs as the organization evolves and grows

A sense of humor is important in keeping the working environment enjoyable and allowing for people to feel comfortable and happy

Collaborative people are important to the Carver Team because collaboration creates a more educated, skilled and engaged workforce whereby everyone succeeds

Energy and Enthusiasm exciting and engaged

Tact in dealing with sensitive or difficult issues that might arise, the ability to think before speaking and make positive impressions on others

Creativity think outside of the box, be a calculated risk taker

Humility understand and realize that there is always much to learn, be teachable as well as compassionate

Intuition have strong instincts and a high level of emotional intelligence

Self-awareness have a sense of self

Peer Coaches be willing to support one's colleagues and elevate others

Ability to execute and produce

Relentless hunger for success for oneself and the organization!

Key Responsibilities

The Welcome Center Manager is responsible for the organization and coordination of office operations, procedures and resources to facilitate organizational effectiveness and efficiency, assists with program enrollment, and posts availability of programs, courses, and events within the community. The WCM will develop and supervise a staff that will be fully prepared to identify, facilitate and direct any inquiry including: program payments, meetings with staff, walk-ins, planned visits and tours.

Preferred Qualifications

- Bachelor's degree preferred
- Strong computer and organizational skills
- Experience working in an office environment
- Engaging personality and professional appearance
- Excellent communication and interpersonal skills
- Punctual and reliable
- Must be bilingual in English/Spanish

How to Apply

Send cover letter and resume to: gnocco@carvercenter.org