

Door Monitor – Laniākea Front Lobby

Department: Operations

Location: YWCA O‘ahu – Laniākea

Status: Part-Time, Non-Exempt

Schedule: Up to 19.75 hours per week, Monday–Friday between 6:30 a.m. and 6:00 p.m.

Benefits: Not benefits eligible

Reports To: Front Desk Manager

Position Summary

The Door Monitor provides a welcoming, safe, and professional presence at the Laniākea front lobby. This position is responsible for greeting visitors, monitoring front lobby activity, supporting basic building security, and helping direct guests, program participants, staff, tenants, and vendors to the appropriate areas.

The Door Monitor serves as a first point of contact for YWCA O‘ahu programs and administration, including Dress for Success Honolulu, The Patsy T. Mink Center for Business & Leadership, pool activities, and ShopYWCA, all of which are located in or accessed through the lobby and courtyard area. This position also supports building access and visitor guidance for tenants including Café Julia and Myron B. Thompson Academy.

This role helps ensure that all visitors experience a positive, respectful, safe, and mission-aligned environment.

Essential Duties and Responsibilities

- Greet all visitors, participants, staff, tenants, vendors, and guests in a professional and welcoming manner.
- Monitor the Laniākea front lobby, courtyard access area, and main entrance during scheduled hours.
- Provide a basic security presence by observing lobby and courtyard activity and reporting concerns or unusual behavior to the Front Desk Manager or appropriate staff member.
- Assist with visitor check-in procedures, as directed.
- Direct guests to YWCA O‘ahu programs and administration, including Dress for Success Honolulu, The Patsy T. Mink Center for Business & Leadership, pool

activities, ShopYWCA, meetings, events, and administrative offices.

- Direct guests and visitors to building tenants, including Café Julia and Myron B. Thompson Academy.
- Help ensure that individuals entering the building have a clear purpose for being on property.
- Communicate respectfully and clearly with visitors, staff, tenants, program participants, and community members.
- Support building safety by helping keep the lobby and courtyard access areas orderly, calm, and professional.
- Report maintenance, safety, or security concerns promptly.
- Follow YWCA O'ahu policies, procedures, and confidentiality expectations.
- Provide excellent customer service while maintaining appropriate boundaries and awareness.
- Perform other related duties as assigned.

Qualifications

- Previous experience in customer service, front desk, security, hospitality, or a similar role preferred.
- Ability to greet and assist the public in a friendly, calm, and professional manner.
- Strong communication and interpersonal skills.
- Ability to remain observant and respond appropriately to concerns.
- Dependable, punctual, and able to follow instructions.
- Ability to work respectfully with diverse individuals, including staff, tenants, program participants, vendors, and community members.
- Basic understanding of safety and security awareness preferred.

Physical Requirements

- Ability to sit or stand for extended periods of time.
- Ability to move around the front lobby and courtyard access areas as needed.
- Ability to communicate clearly in person and by phone or radio, if applicable.
- Ability to lift or move light items as needed.

Work Schedule

This is a part-time position of up to 20 hours per week. Scheduled hours may vary Monday through Friday between 6:30 a.m. and 6:00 p.m., based on operational needs.

Compensation and Benefits

This is a part-time, non-exempt position and is not eligible for benefits.

About YWCA O'ahu

YWCA O'ahu is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all. The Door Monitor plays an important role in helping create a safe, welcoming, and respectful environment for all who enter our Laniākea campus.