

Position Title: Front Desk Personnel

General Function:

The front desk personnel represent the first contact with the members, program participants and guests of the Association. Their responsibility is to handle requests and serve as a source of information.

Qualifications:

The employee for this position should have an amiable personality and be able to communicate effectively in person and on the phone. They must be able to multi-task effectively and educate YMCA policies and procedures to the general public. Some clerical experience is helpful, but not required.

Principal Activities:

Greeting and assisting members are a top priority

Answers telephone inquiries and directs callers to the appropriate department. Takes messages and ensures timely delivery

Communicates program information and special events that maybe occurring with members and program participants

Serves as the first line of promotion for activities

Monitors all areas of the facility to make sure members remain safe and areas stay neat

Responsible for making court reservations for tennis and racquetball courts, appointments for equipment and teen orientations

Issues guest passes, lockers, minor first aid (band-aids, peroxide, etc.)

Knowledgeable of emergency procedures

Assists handling membership registration, tours and program registrations

Takes money and gives receipts for merchandise, programs, membership fees

Other duties as directed

General Monday-Friday Day Shifts

8:00-12:00 or 9:00-1:00

12:00-4:00, 1:00-5:00, 2:00-6:00

General Monday-Friday Evening Shifts

4:00-8:00 PM, 4:00-9:00 PM,

5:00-8:00 PM, 5:00-9:00 PM

General Saturday Shifts

6:30 AM – 1:00 PM

10:00 AM – 4:00 PM

1:00 PM – 7:00 PM

General Sunday Shifts

12:45 PM – 7:00 PM

01:00 PM – 5:00 PM