

Front Desk Staff Job Description

Job Title: **Front Desk Assistant**

FLSA Status: non-exempt

Status: P/T

Reports to: Front Desk Lead

Department: Front Desk

Revision Date: 7/23/24

POSITION SUMMARY:

Delivers excellent service to all members, guests, program participants and Y departments. Responds to member, guests, program participants, and Y department's needs, promotes memberships and programs, and maintains cleanliness and organization of the front desk/lobby area.

ESSENTIAL FUNCTIONS:

- Provides excellent service to members, guests, program participants and departments in the Y and on the phone; contributing to member retention.
- Greet and assist all members, potential members, program participants and staff in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.
- Builds relations with members and staff; helps members and staff to connect with one another and to the YMCA.
- Assist existing and prospective members regarding their individual membership needs.
- Provide membership and program information and requirements in an accurate and courteous manner.
- Handles and resolves membership concerns and informs supervisor of unusual situations and unresolved issues.
- Initiate facility reservations, communicate with appropriate department(s) and record reservations.
- Applies all YMCA policies dealing with member services, including collections and allowing access to our facility.
- Responsible for washing, drying, folding, and putting away laundry.
- Provide tours to prospective members as needed.
- Responsible for keeping front desk area and lobby area tidy and organized.
- Responsible for keeping all membership related information updated.
- Ability to handle cash correctly and create bank deposits.
- Assists with filing, mailing, and all other duties as assigned.

YMCA LEADERSHIP COMPETENCIES:

Mission Advancement: Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS (ALSO CALLED ENTRY REQUIREMENTS OR KNOW HOW):

- Excellent interpersonal and problem solving skills
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Previous customer service, sales, or related experience preferred.
- Basic knowledge of computers including Word and Excel.
- Ability to count currency.
- Ability to work nights and weekends.
- Ability to obtain CPR/First Aid certification.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment including going up and down steps.
- The employee must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust.
- The noise level in the work environment is usually moderate

To apply stop by our front desk for an application or call (540) 943-9622 and ask to Speak to our Front Desk Lead.

The Waynesboro Family YMCA is an equal opportunity employer.