

Excelsior Springs Community Center Job Description

Title: Front Desk Staff

Status: Part-time

Summary: The Front Desk Staff is the public's initial contact with the Excelsior Springs Community Center and is expected to communicate to members, participants and general public services, programs and events in a friendly, knowledgeable and courteous manner. The Front Desk Staff is expected to emphasize member service and to work with membership retention and promotion.

Minimum Qualifications

- Must be at least 16 years of age.
- Must have good communication skills including phone skills.
- Able to make independent and sound decisions in a fast paced environment.
- Highly organized, detail, and goal-oriented.
- Able to work with diverse groups of people in a friendly and consistent manner.
- Able to reflect a positive attitude and provide excellent customer service.
- Strong computer skills with the ability to adapt to new software.
- Basic math skills in handling fees.

Physical Demands

The physical demands described here are representative of those that must be met by an associate to perform the essential functions of this job. While performing the duties of this position, the associate is regularly required to stand, walk, operate a computer and communicate with members, program participants, guests, vendors and associates. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the workday. The associate may occasionally lift and/or move up to 20 pounds. Proper lifting techniques required. The associate may be required to assist in case of emergency situations with members and program participants related to CPR/First Aid procedures.

General Responsibilities

- Greet members, participants, staff and general public in a friendly and courteous manner.
- Verify all members and participants using the facility.
- Answer phone lines according to Excelsior Springs Community Center phone procedures.
- Able to direct calls and people on site to appropriate staff.
- Respond to needs and questions with accurate information.
- Handle complaints in a friendly and courteous manner.

- Notify appropriate staff of any unsafe conditions, complaints, needed repairs, incidents, or accidents immediately.
- Able to operate the program and membership sales system as directed.
- Collect and stay informed of appropriate fees; including being responsible for cash, receipts, and balancing financial journal.
- Read communication book at front desk, and read email communications, to stay up-to-date of any policy or procedure changes.
- Give tours and educate members and prospective members on services, programs, events and volunteer opportunities.
- Keep front desk and lobby clean and well organized.
- Other duties as assigned by supervisor.

Grade: A