



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BATH AREA FAMILY YMCA JOB DESCRIPTION

Job Title: **Part-time Front Desk Representative**

FLSA Status: Non-Exempt

Primary Function/Department: Membership

Reports to: Membership Engagement Director

Revision Date: 7/29/21

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living, and social responsibility. The Front Desk Representative at The Bath Area Family YMCA intentionally fosters a cause-centered culture that is welcoming, genuine, hopeful, nurturing, and determined.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:

1. Perform and provide excellent customer service skills in person and on the phone, by exceeding member expectations.
2. Consistently greet every person who enters the YMCA (by name, if known) and recognize all members and guests when they leave.
3. Answer phones in a timely manner with a helpful and positive tone.
4. Engage in active listening with members and program participants to build relationships, understand individual's goals and interests and take the initiative to ensure the member has a positive experience.
5. Provide accurate information about membership and programs.
6. Always have a friendly, helpful attitude and wear a smile.
7. Actively listen, reflect, and respond to customer questions and concerns in a caring manner.
8. Maintain order, assist members, and aid other staff with supervision and duties. Specific focus on generating new members and reducing cancellations of memberships.
9. Assist in selling programs and memberships by proactively engaging in conversations on the benefits of YMCA programs and memberships.
10. Activate and terminate memberships and register participants for programs.
11. Maintain our database with accurate and up to date information.
12. Stay informed about current programs and services the YMCA is offering and be aware of any changes or additions to services offered.
13. Contact necessary law enforcement agencies, fire department, supervisor, etc. in the event of abnormality and/or unusual occurrences and sound alarm as warranted or instructed.
14. Apply rules and policies of the YMCA equally to persons in and/or using the facility.

The Y: We're for youth development, healthy living, and social responsibility.



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15. Record unusual events or occurrences and/or inform responsible person(s) as instructed.
16. Be consistent and reliable and arrive on time for each scheduled shift.

LEADERSHIP COMPETENCIES:

- Engaging Community
- Communication & Influence
- Developing Self & Others

QUALIFICATIONS:

- Previous customer service and building supervision experience preferred.
- Consistently display courteous and cooperative attitude, while meeting the needs of others in a responsible and mature manner.
- Possess strong interpersonal skills with relating to all age groups: youth, teens, adults.
- Communication, promotion and selling of programs by identifying member's wants and needs and suggesting programs that best fit those wants and needs.
- The ability to work well and effectively communicate with a diverse population in a wide variety of situations is required.
- First Aid, CPR and AED certifications are required.

WORK ENVIRONMENT & 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.
- The employee must occasionally lift and/or move up to 10 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.