

# Kishwaukee Family YMCA

## FT Front Desk

### Job Description

Job Title: FT Front Desk

Department: Membership

FLSA Status: FT Non-Exempt \$13.50/hr

Reports to: Membership Experience Director

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#### Position Summary

The Front Desk Customer Service staff will greet and assist all members, guests, and program participants. They will interact with the members and uphold the member experience standards. They will be the daily point of contact for members, determining their needs and offering solutions to meet these needs. They will be responsible for providing a high level of customer service to Y members, program participants and guests.

#### Essential Functions

- Greet and welcome members.
- Supports the implementation of the YMCA Member Relations process to promote recruitment of new members and retention of existing members.
- Develops and maintains member connections and relationships through Membership programs.
- Assists in the training/shadowing of PT Member relations staff.
- Responds to all member and community inquiries and complaints in a timely manner.
- Participates in staff meetings and /or related meetings
- Actively interact and engage with members and prospects to determine needs; directing to the appropriate lead (i.e. Membership Director, Program Director, etc) when necessary.
- Handle member requests and questions; problem solving.
- Gather and record member data in member profiles.
- Facilitate member to member engagement.
- Maintain cleanliness and organization of front desk area and lobby.
- Provides information and assistance related to membership rates, programs, services, scholarships, and other Y amenities.
- Prepares member records and issues membership ID cards and handles registration/enrollment transactions.
- Assist with membership related tasks.
- Report any items that may provide a health or safety hazard to staff, members or guests to the maintenance staff.
- Greet all guests as they enter the facility and adhere to sign-in/out, guest, visitor, monitoring youth in the facility and other relevant policies and procedures. Report any suspicious behavior and violations of policy and procedures to your supervisor.
- Must be able to work a variety of hours including days, evening, holidays and weekends.

#### Requirements

- Must have high school diploma or GED and basic knowledge of computers
- Previous customer service experience preferred
- Experience using a personal computer and standard business software.
- Strong interpersonal skills with the ability to build rapport and credibility quickly.
- Entrepreneurial spirit with the ability to work in highly flexible, rapidly changing, and ambiguous work environment
- Must have excellent written and verbal communications skills.