

**DAVIESS COUNTY FAMILY YMCA
WASHINGTON, IN**

JOB TITLE: Front Desk Receptionist
SUPERVISOR: Front Desk Supervisor

GENERAL FUNCTIONS:

1. Carry out mission of YMCA by helping people reach their full potential through development of spirit, mind and body.
2. Recognize importance of exceptional customer service.
3. Assure careful assimilation of members into program of core membership activities.
4. Be responsive to member/participant concerns & suggestions, & is available to meet members when necessary.
5. Ensure members are communicated with frequently & promptly.
6. Handles complaints & acts as members advocate.

KNOWLEDGE AND ABILITY:

1. Individuals must be able to effectively work with the public & the YMCA staff in a pleasing & professional manner.
2. Position requires basic office knowledge & the willingness to train on computers.

DUTIES AND RESPONSIBILITIES:

MEMBERSHIP SERVICES

1. Greet members & program participants coming in YMCA & make them feel welcome.
2. Address membership inquiries by having visitors fill out card & offer tour of facility.
3. Effectively process & orientate joining members w/ continual efforts toward membership retention.
4. Present membership packet, collect & process fees on joining individuals.
5. Make membership cards & give all paperwork to Front Desk Supervisor for approval.
6. Refer any concerns or questions to Office Administrator if Front Desk Supervisor unable to address.
7. Take deposit to overnight deposit & the mail to post office after each end of shift.

BOOKKEEPING:

1. Process all new members & make necessary changes in computer.
2. Open mail daily & give to Office Administrator.
3. Open & close out cash drawer when starting & ending shift.
4. Card all individuals visiting facility; keep card in card box while member is in building.
5. Answer phone in professional manner; ask politely who is calling; relay info. to appropriate person; transfer call to voicemail if staff member is unavailable.
6. Initial memos after reading.
7. Be aware of safety consideration & alert to potential safety concerns.
8. Be knowledgeable of procedures for tornadoes, earthquakes, fire & all other emergencies.
9. Check newspaper for articles concerning YMCA activities / news; cut from paper, & place in scrapbook.
10. Keep Information Calendar in front lobby up to date on 1st of each month.
11. Perform all other duties assigned.

EFFECTS AND END RESULT:

Performance can be measured by:

1. accurate record keeping in all areas of front desk responsibilities;
2. a positive, friendly and visible operation of the office;
3. successful completion of all segments; and
4. accurate information being conveyed to members, program participants, & staff.