



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ALEXANDRIA AREA YMCA JOB DESCRIPTION

Job Title: **Front Desk Staff**

FLSA Status: Non-Exempt

Reports to: Membership & Marketing Director

POSITION SUMMARY:

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area.

ESSENTIAL FUNCTIONS:

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
2. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. May hand out locker keys and towels; may monitor the locker rooms as required.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys 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:

- 1. Certifications required within 30 days of hire: CPR/AED, and First Aid.
- 2. Excellent interpersonal and problem solving skills.
- 3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- 4. Previous customer service, sales or related experience.
- 5. Basic knowledge of computers.

PHYSICAL DEMANDS:

- 1. Ability to work up a 20-hour week, including occasional weekends.
- 2. Ability to walk, and stand (including on the floor) for long periods of time.
- 3. Exposure to communicable diseases and bodily fluids.
- 4. Must be able to lift and carry supplies weighing up to 20 pounds.
- 5. Ability to stand or sit while maintaining alertness for several hours at a time.
- 6. Position may require bending, leaning, kneeling, and walking.
- 7. Ability to speak concisely and effectively communicate.
- 8. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
- 9. Ability to view/enter data for long periods of time.

I have read the above job description and I fully understand the description represents our agreement as to the job tasks to be performed.

Employee Signature: _____ Date: ____ / ____ / ____

Supervisor Signature: _____ Date: ____ / ____ / ____