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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ALEXANDRIA AREA YMCA JOB DESCRIPTION

Job Title: **Front Desk Staff**

FLSA Status: Non-Exempt

Reports to: Membership Coordinator

Revision Date: November 2020

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. Conducts 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 and procedures with member services.
6. Distributes membership supplies as needed.
7. Monitors member code of conduct and facility use 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.

Alexandria Area YMCA

110 Karl Drive, Alexandria MN 56308

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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.
- 6. Ability to work up to 29 hours a week, including weekends.

WORK ENVIRONMENT:

This position operates mainly at the front desk of the building. Typical office materials are located here. This is the main area where members come in to check in, so there can be times where it can get busy and noise levels can rise.

PHYSICAL DEMANDS:

- 1. Ability to walk and stand (including on the floor) for long periods of time.
- 2. Exposure to communicable diseases and bodily fluids.
- 3. Must be able to lift and carry supplies weighing up to 20 pounds.
- 4. Ability to stand or sit while maintaining alertness for several hours at a time.
- 5. Position may require bending, leaning, kneeling, and walking.
- 6. Ability to communicate and speak concisely and effectively to members, guests, and colleagues.
- 7. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- 8. 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.

EEO STATEMENT:

The Alexandria Area YMCA provides equal employment opportunities (EEO) to all employees and applicants for employment without regards to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, the Y complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absences, compensation, and training.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

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: ____ / ____ / ____

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