



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

JOB TITLE: Front Desk/Customer Service

JOB CATEGORY: Regular Part Time Hourly

DEPARTMENT: Membership

REPORTS TO: Membership Director and

SUPERVISES: N/A

Assistant Membership Director

It is the policy of the Pav YMCA that employment decisions shall be based on merit, qualifications, and competence. Except where required by law, employment practices shall not be influenced or affected by virtue of an applicant's or employee's race, color, religion, sex, sexual orientation, national origin, age, ancestry, physical or mental disability, medical condition, marital status, pregnancy, childbirth or related medical condition or any other characteristic protected by law.

FUNCTION:

Provides excellent Customer Service to members and guests in the YMCA. Promotes memberships and programs of the YMCA. Responsible for selling and to receipt all payments related to membership and programs.

QUALIFICATIONS:

- High School diploma or equivalent required
- Must have previous customer service or related experience
- Basic knowledge of computers
- Experience with cash handling/receipting/reconciling
- Effective communication skills
- Ability to relate effectively to diverse groups of people from all social and economic groups
- Ability to develop effective working relationships
- Ability to respond to safety and emergency situations
- Bilingual is a plus, but not required
- Able to work day, afternoon, evenings or weekend shifts

CERTIFICATIONS:

- CPR, First Aid, AED (must obtain within 90 days of employment)
- New Employee Orientation (must obtain within 90 days of employment)
- Department Specific Redwoods Trainings (must obtain within 90 days of employment)
 - (Child Sexual Abuse Prevention, Social Media and Technology, Sexual Harassment Prevention, Bloodborne Pathogens)
 - **It is the responsibility of the employee to obtain and maintain all certifications required to perform this position, in accordance with Pav YMCA guidelines.*



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RESPONSIBILITIES:

- Maintain a consistent professional image through dress, actions and relationships with others
- Greet all members and guests by name and build relationships with members
- Provide information on membership, facility and programs and have knowledge of all membership pricing and payment options and create and ensure safe and welcoming environment
- Receipt money transactions, program sign ups, member registrations, payments, etc.
- Have an understanding of the CCC computer system
- Serve as a liaison between members/guest and program directors
- Provide tours; Speak enthusiastically on behalf of the YMCA at any given opportunity
- Checks room doors, gates and windows to ensure they are secure (beginning & end of shift)
- Monitors the gym, wellness center, track, fitness classes and programs for issues and monitors the number of guests allowed in the building
- Serves as primary responder to all emergency codes (Code Blue, Code Red, Code Adam)
- Handles and resolves membership concerns and informs supervisor of situations or issues
- Gives the best customer service possible, in person or by phone
- Authority to ask people to leave the building without incident
- Prepares incident reports and/or calls 911 and completes incident reports by recording observations, information, occurrences, reviewing video cameras and interviewing witnesses
- Assist with all RENTALS of the facility
 - Greeting and assisting all rental parties. Collecting any outstanding fees
 - Assist in setup/breakdown/availability of party room, gym, or pool, or other areas
 - Ensures appropriate staff is in place (Lifeguards, Sports instructor, etc...)
 - Continuously checks on rental enforcing policies and procedures for all rentals
 - Authority to end a rental if deemed a danger to his/her safety or the safety of the YMCA
- Ability to assist with all people regardless of race, age, and special needs
- Demonstrate the YMCA core values of Caring, Honesty, Respect and Responsibility
- Attend trainings when appropriate
- Support YMCA special events, signature events, and campaigns
- Perform all tasks to the best of your ability and with a positive attitude
- Other duties assigned by supervisors and Executive Director/CEO

Read and agreed upon by:

Staff Name: _____

Supervisor Name: _____

Staff Signature: _____

Supervisor Signature: _____

Date: _____

Date: _____