

## **JOB DESCRIPTION**

**Job Title:** Part-Time Front Desk Attendant/Member Services

**Reports To:** Family Center Manager

**FLSA Status:** Non-Exempt

This Job Description outlines the basic requirements, duties and general responsibilities of the position of Front Desk Attendant / Member Services. This position is “at-will,” which means the District may terminate the employment relationship without notice at any time for any or no reason. Similarly, the employee may terminate the employment relationship without notice at any time for any or no reason.

The headings in this Job Description are for reference only and shall not affect its interpretation.

### **JOB SUMMARY:**

The Front Desk Attendant/Member Services is the first line of contact for customers or clients entering the facility, responsible for general condition of the facility. This is a responsible non-supervisory position. Duties include providing customer service to the community and members of the family center, answering a multi-line telephone system, maintaining records, cleaning responsibilities, and assisting the Family Center Manager, as required.

The Front Desk Attendant/Member Services position typically works a part - time schedule, with additional hours as needed for events, for between 5 - 30 hours per week.

### **GENERAL DUTIES:**

The following duties are an overview of the primary duties and responsibilities of the Front Desk Attendant / Member Services and should not be considered an all-inclusive list.

- Maintains a positive, friendly and professional attitude while engage in stressful and/or controversial situations with residents, vendors, children, families co-workers.
- Reports any issues and/or concerns to the Family Center Manager.
- Consistently promotes a professional image of the District at all times.
- Performs other duties as may be assigned from time to time.

## **FRONT DESK ATTENDANT / MEMBER SERVICES DUTIES AND RESPONSIBILITIES:**

- Computerized registration of participants into various recreation classes and programs.
- Collects fees, reconciles computer accounts.
- Assists with equipment set-up and clean-up for classes, activities and rentals, which may include lifting up to 45 lbs.
- Opens/secures the facility and/or rooms and conducts frequent facility checks including the Family Center grounds, parking lot, and trash enclosure.
- Oversees the proper use of the facility by patrons and rental groups, and enforces rules and regulations as needed.
- Assists with facility cleanliness prior to and following program use, and assures proper clean-up of the facility by rental groups.
- Serves as cashier for a variety of transactions including drop-in facility fees, program registration and etc.
- Provides excellent internal and external customer service. Creates a positive experience for customers through professional and courteous behavior and effective problem resolution.
- Maintains safety, cleanliness, and organization of work area, surrounding lobby area, fitness center, community rooms, the outdoor area surrounding the family center and trash enclosure. Assists with other cleaning as needed and assigned.
- Performs emergency support as directed in the emergency action plan.
- Assist with opening and closing procedures at the facility.
- Greets the public and directs them to activities; answers multi-line telephone, and provides District and facility information. Assist patrons with lost & found items.
- Attends staff meetings and in-service sessions as necessary.
- Provide information to the public on facility operations and BCMD recreation programs
- Monitor lobby area to ensure paying customers and cleanliness.
- Performs light maintenance duties such as picking up towels, sweeping/mopping floors, wiping down counters. Ensure cleanliness and orderliness of front desk area.
- Complete special projects and assists in other areas as needed.
- Front Desk Attendants support the Center's marketing efforts and help to monitor trends in participation in order to recommend programs which will enhance existing or new programs and patronage.
- Make telephone calls as assigned by supervisors.
- Keeps supervisors informed of any problems arising with participants, activities, and the assigned facility (e.g., arguments among patrons, building maintenance requests).
- Occasional snow shoveling of essential walkways and application of ice melt. May work holidays, evenings, and weekends as assigned.
- Other Duties & Functions as assigned by supervisors.

## **QUALIFICATIONS**

- 16 years of age or older
- Customer service experience via phone and in person; AND
- General knowledge of PC operations and word processing and/or spreadsheet software
- Effective interpersonal skills, including communicating in person, by e-mail and by telephone.
- Ability to read, write, speak and understand the English language at a level adequate to perform the duties of the position.
- Ability to establish and maintain positive working relationships with supervisors, residents, co-workers, subordinates, parents, children, and outside vendors.

## **PHYSICAL DEMANDS:**

Ability to move about the building and grounds in a relatively quick manner; ability to type on a computer keyboard and/or adding machine; ability to reach, climb and stoop or kneel; ability to talk and/or hear language from guests, managers, or groups of people; ability to lift, carry, transport items such as tables and chairs, weights, benches and product deliveries up to 50 lbs. assisted; and ability to see objects closely and at a distance. Ability to deal with moderate to high stress situations at times and maintain a positive attitude. The noise level is typically moderate to high. Ability to work flexible hours including evenings, weekdays, and weekends and possibly holidays; on call status may be required.

\*The requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.