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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

FRONT DESK JOB DESCRIPTION

Job Title: **Front Desk**

Reports to: Human Resources & Business Office Coordinator

Hours Available: Early Mornings 5-8:30am, Days 8:30-1p & 1-5, Nights 5-9pm , & 1 Weekend/month

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 front desk 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. Greet and assist all members, potential members, program participants and staff in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.
3. Builds relationships with members; helps members connect with one another and to the YMCA.
4. Assist existing and prospective members regarding their individual membership needs.
5. Provide membership and program information and requirements in an accurate and courteous manner.
6. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
7. Schedule court reservations, provide rental equipment and sell YMCA merchandise.
8. Applies all YMCA policies dealing with member services
9. Checks members in and hands out towels as needed.
10. Works on projects as directed by other professional staff.

QUALIFICATIONS:

1. Excellent interpersonal and problem solving skills.
2. Previous customer service, sales or related experience.
3. Ability to handle monetary transactions.
4. Basic knowledge of computers and internet based systems.
5. Superior ability to multi-task.

Mason City Family YMCA

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