



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Grundy Family YMCA Job Description

Job Title: **Welcome Desk Supervisor**

Department: Service Desk

FLSA Status: Non-Exempt

Revision Date: 5/2017

Reports to: Branch Director

Wage Rate: \$8.00

Position Summary

The Grundy Family YMCA is seeking a part-time Welcome Desk Supervisor who enjoys interacting with people. Under the direction of the Branch Director, the Welcome Desk Supervisor is responsible for excellent customer service. This person must provide friendly customer service and be knowledgeable of membership, programs and events scheduled in the facility.

Essential Functions: Front Desk

1. Customer Service--assisting members is the primary responsibility of the Welcome Desk Supervisor.
2. Knowledge of membership, programs and events offered or held at the facility.
3. Greet members and visitors in a positive and professional manner; ensures the security of the facility and enforces policy regarding visitors.
4. Work independently of immediate supervision by Branch Director.
5. Know emergency procedures as outlined in the employee handbook.
6. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues in writing.
7. Attend staff meetings and required trainings.
8. Possess the ability to relate effectively to diverse groups of people from all social and economic segments of the community in all age ranges.
9. Must be detail oriented, computer literate and able to operate a phone.
10. Have the ability to multi-task and work in a fast paced environment.
11. Performs cleaning tasks of assigned areas of the facilities.
12. Perform laundry duties and fold towels.
13. Keep front desk clean and organized.
14. Occasionally help setup or takedown of rooms for meeting, events or classes.
15. Carries out additional tasks as assigned by the Branch Director.

Qualifications:

1. Must be over 18 years of age.
2. Customer service experience preferred.
3. CPR/AED & First Aid certification required within 90 days of hire.
4. Must complete and pass a background check prior to employment.

Hours Required: 15-25 hours per week

Schedule Required:

Available to work the following shifts 4:45am-8:00am, 8:00am-12:00pm, 12:00pm-3:00pm, 3:00-9:00pm Monday-Friday, 7:00am-12:00pm Saturday and 2:00-7:00pm Sunday.

- The Welcome Desk Supervisor requires three weeks notice **minimum** for time off requests. In the event that you cannot fill your scheduled shift, you are required to find your replacement. 24 hour advance notification needs to be given to the Branch Director.
- Arrive on duty 10-15 minutes before your shift and be ready to work.

Job Start Date: immediate

Job Duration: year round

AGREEMENT:

I have read the job description and the principle activities it outlines and agree to fulfill the responsibilities for the position at the Grundy Family YMCA to the best of my abilities.

Candidate Date

Executive Director Date

Supervisor Date