



EXCELSIOR SPRINGS

Parks · Recreation · Community Center

Job Title:	Welcome Desk Clerk	Job Category:	Welcome Desk
Department/Group:	ESPRCC	Supervisor:	Business Office Coordinator
Location:	ES Community Center	Date Closing	Open until filled
Level/Salary Range:	A Starting at \$13.35/hour	Position Type:	Part-time

The Welcome Desk Clerk is the public’s initial contact with the Excelsior Springs Community Center and is expected to communicate to members, participants and general public services, programs and events in a friendly, knowledgeable and courteous manner. The Welcome Desk Clerk is expected to emphasize member service and to work with membership retention and promotion.

ESSENTIAL JOB FUNCTIONS:

1. Knowledgeable of ESCC Policies and Procedures.
2. Greet members, participants, staff and general public in a friendly and courteous manner.
3. Satisfying guest expectations from arrival through to departure.
4. Communicate any issues relating to guest services and staff needs to a supervisor.
5. Act as Director on Duty in absence of an Assistant Director/Director.
6. Verify all members and participants using the facility.
7. Collect payment on past due membership fees.
8. Answer phone lines according to Excelsior Springs Community Center phone procedures.
9. Make phone calls to prospective members, accounts receivable and membership renewals.
10. Able to direct calls and people on site to appropriate staff.
11. Notify appropriate staff of any unsafe conditions, complaints, needed repairs, incidents, or accidents immediately.
12. Able to operate the program and membership sales system as directed.
13. Collect and stay informed of appropriate fees; including being responsible for cash, receipts, and balancing financial journals.
14. Read Membership Communications Binder and read all email communications, to stay up-to-date of any policy or procedure changes.
15. Give tours and educate members and prospective members on services, programs, events and volunteer opportunities.
16. Provide effective tour guide skills and track and maintain logs of tours.
17. Keep the front desk and lobby clean and well organized.
18. Other duties as assigned.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

1. Must be at least 15 years of age.
2. Must have excellent communication skills including phone skills.
3. Prior customer service experience required.



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4. Prior supervisory experience is preferred but not required.
5. Strong computer skills with the ability to adapt to new software is required.
6. Able to make independent and sound decisions in a fast-paced environment.
7. Highly organized, detailed, and goal-oriented.
8. Able to work with diverse groups of people in a friendly and consistent manner.
9. Able to reflect a positive attitude and provide excellent customer service.
10. Basic math skills for handling fees.
11. Hours for this position will vary to include weekdays, weeknights, weekends and holidays.
12. Sensitivity to individuals representing a variety of family, cultural, and socio-economic backgrounds.

PREFERRED SKILLS:

1. Strong customer service skills.
2. Must have the ability to relate to people on all levels in a friendly and consistent manner.
3. Must be able to reflect a positive image and attitude.
4. Ability to follow written and verbal instructions.
5. Ability to establish and maintain effective working relations with coworkers and the public.
6. Ability to make work-related decisions in accordance with department policies and regulations with a minimum of supervision.
7. Ability to establish good working relationships with public, subordinates and supervisors.
8. Ability to maintain self-control and composure and set a professional example for the staff and participants.
9. Ability to demonstrate a strong commitment to patron services.
10. Ability to work nights and weekends with irregular work hours.
11. Knowledge in all aspects of job and department operations; maintains high quality of work; follows health and safety guidelines.
12. Positive Attitude -Demonstrates superior customer service; treats other employees and citizens with kindness; promotes goodwill; solves conflict with tact.
13. Constant Development -Continually looking for areas to improve upon; decisive and adaptive; supports new ideas; a driver for change. Innovative.
14. The physical demands described here are representative of those that must be met by an associate to perform the essential functions of this job.
15. The associate may be required to assist in case of emergency situations with members and program participants related to CPR/First Aid procedures.

ADDITIONAL NOTES:

This position description has been prepared to assist in defining job responsibilities, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The Director retains and reserves any or all rights to change, modify, amend, and or delete, any section of this document as it deems, in its judgment, to be proper.