



Excelsior Springs Parks, Recreation & Community Center

Job Title:	Front Desk Clerk	Job Category:	Front Desk
Department/Group:	Community Center	Supervisor:	Business Office Coordinator
Location:	Excelsior Springs Community Center	Closing Date:	Open until filled
Level/Salary Range:	Grade A	Position Type:	Part-time Position

Job Description

GENERAL PURPOSE:

The Front Desk Staff 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 Front Desk Staff is expected to emphasize member service and to work with membership retention and promotion. The leadership provided by the Front desk lead will have a great effect on the guest impression of the entire Community Center. The Front Desk Lead's role in motivation and training will lead to friendly and efficient guest services and will enhance member experience and satisfaction. Responsible for the overall direction and coordination during shift. Carries out supervisory responsibilities in accordance with the Community Centers policies and applicable laws.

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 the Facility Supervisor.
5. Act as Director on Duty in absence of a 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 journal.
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. Train staff on effective tour guide skills. Track and maintain log of tours.
17. Keep the front desk and lobby clean and well organized.
18. Other duties as assigned by supervisor.

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

1. Must be at least 16 years of age.
2. Must have excellent communication skills including phone skills.

3. Prior customer service experience required.
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 in handling fees.
11. Hours for this position will vary to include weekdays, weeknights, weekends and holidays. Flexibility is a must.

PREFERRED SKILLS:

- Knowledge in all aspects of job and Department operations; maintains high quality of work; follows health and safety guidelines.
- Positive Attitude -Demonstrates superior customer service; treats other employees and citizens with kindness; promotes goodwill; solves conflict with tact.
- The physical demands described here are representative of those that must be met by an employee performing the essential functions of this job. Individuals may need to sit or stand as needed. The job may require walking primarily on a level surface periodically throughout the day. Reaching above shoulder heights, below the waist or lifting up to 50lbs throughout the workday. Proper lifting techniques required.
- 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

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time