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SIDNEY-SHELBY CO YMCA JOB DESCRIPTION

Job Title: **Welcome Center Receptionist**

Department: Membership

FLSA Status: Non-Exempt

Status: Hourly

Revision Date: 06/14/23

Reports to: Membership Director

POSITION SUMMARY:

Under the guidance and direction of the Membership Director, the Welcome Center Receptionist is responsible for providing customer service to members and participants, performing clerical duties as assigned, and assisting with general security measures for the facility. This is a non-exempt, part-time position.

ESSENTIAL FUNCTIONS:

1. Customer Service
 - a. The Front Desk Receptionist is responsible for greeting customers, providing requested information, registration for programs and classes, arranging tours for prospective members, answering the phone and routing calls appropriately, making court reservations, and sales of merchandise. In addition, this position has responsibility for a money bag, and must balance the day's receipts at the end of each shift. Other transactions, such as receipting checks for contributions, payments, etc., will be done as directed by the supervisor.
2. Clerical Duties
 - a. The Front Desk Receptionist will assist with typing jobs, copying of material and other office tasks as assigned by the supervisor. This position will also assist, as needed, the Membership Director or any other staff person with special projects. As a member of the customer service team, the Front Desk Receptionist is expected to ensure timely customer service in that area during peak times.
3. Facility Security
 - a. As the primary staff presence in the main lobby, the Front Desk Receptionist is responsible for generally overseeing those in the lobby and hallway areas and reporting any unusual situations to the CEO, Membership Director, or the Building Supervisor. In addition, the Front Desk Receptionist is responsible for knowing emergency procedures and being able to assist with carrying them out when needed. Evening Front Desk Receptionist will have responsibility for closing the building and making sure everything is secure before leaving the building.
4. Complete annual youth abuse prevention training and other related trainings
5. Perform other duties as assigned.

YMCA COMPETENCIES:

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs.

SIDNEY-SHELBY COUNTY YMCA

300 E. Parkwood Street
Sidney, OH 45365
(937) 492-9134
www.sidney-ymca.org

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

This position requires a reliable, punctual person with experience and/or training in secretarial skills; an ability to manage several tasks at one time/ an ability to work well with children and adults; good communication and follow-up skills; ability to follow instructions and work without direct supervision; an understanding of available programs and the ability to interpret program requirements to customers; knowledge of office procedures.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- The physical demands 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.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____