

YMCA of Vincennes Job Description

Position: Welcome Desk Clerk

FLSA Type: Non-Exempt

Reports To: Membership Director

Function:

Serves members and guests at the YMCA front desk. Positively communicates information on the YMCA to the public and accurately processes clerical transactions. Maintains member service standards and controls.

Qualifications:

Strong customer service, clerical and computer skills required. Must be positive, professional, reliable, patient, solution-oriented and flexible. Requires effective communication skills, attention to detail, follow-through, ability to take direction and initiative.

Principle Job Activities

1. Ensures clean and organized front desk and lobby.
2. Ensures front desk operations run smoothly and efficiently.
3. Supports the YMCA mission, policies, standards and procedures in all situations.
4. Accurately and efficiently processes all financial, membership, and program transactions.
5. Ensures current knowledge of programs and events.
6. Acknowledges and warmly greets the public. Places members and guests first. Professionally handles all questions
7. Ensures safety and security by checking people in at the front desk.
8. Politely and professionally answer phones. Accurately answers questions and transfers calls to the appropriate person.
9. Restocks and sells merchandise; maintains inventory.
10. Accurately maintains a cash drawer on a daily basis.
11. Communicate essential information to appropriate YMCA staff, members and guests.
12. Fulfills any functions designated by the Membership Director for the betterment of the program and the ability of the YMCA of Vincennes to meet its mission.

Effect on End Result:

This position ensures that the YMCA front desk provides positive and professional member service to fully support the YMCA mission.

I understand and accept that the above description represents my agreement as to the job to be performed.

Signature _____

Date _____

