



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## **BATH AREA FAMILY YMCA JOB DESCRIPTION**

Job Title: **Front Desk Lead**

FLSA Status: Non-Exempt

Primary Function/Department: Membership

Reports to: Membership Engagement Director

Revision Date: 7/29/21

### **POSITION SUMMARY:**

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living, and social responsibility. The Front Desk Lead at The Bath Area Family YMCA shall be responsible for all day-to-day functioning of the service desk as well as giving leadership to all activities at the service desk. This person will ensure consistent, superior service procedures to maximize member enrollment and program participation. This position also will keep up to date on all internal communication that is related to service desk operations. The Front Desk Lead is also responsible for and accountable for membership and program input, record keeping, and reports and cash handling. The Front Desk Lead, working as part of the Member Service Team, will deliver professional customer service and relationship building skills to create a welcoming environment at the YMCA.

### **OUR CULTURE:**

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

### **ESSENTIAL FUNCTIONS:**

1. Perform and provide excellent customer service skills by exceeding member expectations.
2. Consistently greet every person who enters the YMCA (by name, if known) and recognize all members and guests when they leave.
3. Engage in active listening with members and program participants to build relationships, understand individual's goals and interests and take the initiative to ensure the member has a positive experience.
4. Provide accurate information about membership and programs.
5. Help prospects and members experience the YMCA by introducing them to other staff members. By creating these interactions, we will demonstrate that the YMCA is a place where we take the time to connect, communicate and engage in respectful and friendly relationships.
6. Develop new opportunities for members to interact with each other. Be a "Relationship Builder" for the YMCA.
7. Always have a friendly, helpful attitude and wear a smile.
8. Actively listen, reflect, and respond to customer questions and concerns in a caring manner.
9. Provide leadership for an effective tour and enrollment procedure via desk staff.
10. Provide leadership for the continued improvement of all desk services to include member relations, information, and program registration.
11. Responsible for scheduling front desk staff.
12. Responsible for accurately maintaining all membership/program records and cash controls.

**The Y: We're for youth development, healthy living, and social responsibility.**



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

13. Assist Member Engagement Director in reaching monthly goals for numbers for prospects toured and new members enrolled.
14. Assist in development, ordering and productions of all membership and program materials.
15. Monitor temporary signage in the building for current information, accuracy, and professional look.
16. Maintain an organized front desk and clean and safe YMCA. Take initiative to clean up/repair areas.
17. All other duties as assigned.

#### **LEADERSHIP COMPETENCIES:**

- Engaging Community
- Communication & Influence
- Developing Self & Others

#### **QUALIFICATIONS:**

18. Must have an associate degree or work equivalent in a related area.
19. Strong communication, customer service and problem-solving skills.
20. Organizational and supervisory skills, a good understanding of administrative procedures and organization, income production, expense control, maintenance of accurate records and computer services.
21. Excellent written and oral communication skills are necessary.
22. Must be able to delegate appropriate responsibilities to the staff to accomplish the necessary duties.
23. Ability to establish and maintain harmonious relationships with staff, volunteers, YMCA members and the public is essential.
24. A willingness to commit to the mission of the YMCA.
25. Ability to actively listen is a must.
26. First Aid, CPR and AED certifications are required.

#### **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.