



Guest Services Team

Job Description

Effective Date: 02.06.23

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Reports to:

Operation Manager: Community & Wellness
Front Desk Lead

Compensation:

Hourly

Primary Responsibilities:

- Provide customer service beyond guest expectations.
- Welcome and direct facility guests in person and via phone.
- Communicate facility and program information to guests and staff.
- Process registrations and payments for programs, memberships, and facility rentals.
- Monitor the lobby and hall areas and respond to security system alerts.

Specific Responsibilities:

1. Respond to all guest needs with service that exceeds expectations.
2. Provide all membership, registration and reservation services.
3. Operate a cash register to ring up sales and make change.
4. Complete various word processing tasks.
5. Monitor and respond to building security systems in coordination with designated staff.
6. Keep the front desk area clean and organized.
7. Work as a team with other front desk staff to fill front desk scheduling needs.
8. Identify facility needs and assist staff and guests in all areas of the facility, as needed.

Essential Qualifications:

- Proven ability to project a positive attitude, manner, and appearance.
- Ability to demonstrate exceptional punctuality and attendance.
- Ability to demonstrate mature judgment and reliable and ethical behavior.
- Ability to organize and manage several tasks simultaneously.
- Demonstrated aptitude toward technology; including computers and other technical equipment.
- Demonstrated ability to work well with others.
- CPR and First Aid Certification or ability to achieve certification within 60 days of hire.

Preferred Qualifications:

- Successful experience in a clerical position
- Bilingual in Spanish

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.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.