

Front Desk Receptionist Duties & Responsibilities

- Front Desk Receptionist serves as the first point of contact to members, guests & visitors at the Community Center.
 - This position will be staffed, to the best of our ability, during building operating hours
- Front Desk Receptionist provides customer service to all members, guests and visitors who enter the facility.
 - Greet members, guests, and visitors with a welcoming and positive attitude
 - Provide information about the facility, including memberships, classes & program schedules and department services
 - Make sure all promotional materials at the facility entrance are up to date
 - Address and resolve member concerns or escalate to appropriate staff when necessary
- Front Desk Receptionist will be tasked with daily operations, this will include:
 - Answering/directing phone calls and taking messages as needed
 - Respond to inquiries via phone, email, or in person
 - Processing transactions
 - Assist in checking in members using membership cards or other identification methods
 - Maintain cleanliness and order at the front desk area
- Front Desk Receptionist will provide support to the facility when pertaining to the front desk location
 - Ensuring that all potential patrons enter the facility correctly
 - Patrons may access the facility by way of membership (Community Center or Healthcare provided), resident drop-in payment, guest of member drop-in payment, partaking in program/activity, etc.
 - Opening/closing procedures of front desk shifts
 - Communicating with management to relay information, questions or concerns they have or have been brought to their attention by members, guests and visitors