



**Position: Front Desk Receptionist**

Status: Part-Time, Non-Exempt

Salary: \$12.00 per hour/\$12.50 per hour for AM shift

Reports to: Fitness Director

**About YWCA Central Carolinas:**

YWCA Central Carolinas is a nonprofit on a mission to eliminate racism, empower women and promote peace, justice, freedom, and dignity for all. We achieve this through a variety of programs, including transitional housing for women and families facing homelessness, youth literacy programs for children from low-income households, racial justice and advocacy initiatives that educate and mobilize our community, and a co-ed fitness center that empowers our neighbors and serves as a portal into our mission.

**Position Objectives:**

The Front Desk Representative will greet and direct everyone that enters the facility, provide exceptional customer service, promote YWCA fitness programs, ensure the safety of all members, participants, and guests, and perform various administrative duties.

**Duties and Responsibilities:**

**Provide Excellent Customer Service:**

- Welcoming and professional to all guests, members, and residents.
- Manage a multi-line telephone system.
- Maintain knowledge of all YWCA programs and effectively communicate programs and/or answer questions regarding programs.
- Keep front desk and facility organized and clutter-free.
- Prioritize needs effectively.
- Arrive for shift on time and accurately track time.

**Grow membership to the Sarah Belk Gambrell Fitness Center:**

- Encourage member referrals, new memberships, continued membership, and involvement with fitness center activities.
- Promote YWCA fitness programs with prospective members.
- Maintain records of guest visits and purchase transactions and adheres to guidelines surrounding document submission.
- Maintains supply of membership marketing materials and all fitness center information.

**Ensure safety of all guests, members, and participants:**

- Ensure all guests sign in.
- Know and can implement incident procedure if an accident or emergency should occur.
- Monitor exterior lights turning them on/off at appropriate times.
- Know and can implement opening/closing procedure.

**Maintains High Work Standards**

- Sets and maintains high performance standards.
- Pays close attention to detail, accuracy, and completeness.
- Shows concern for all aspects of the job and follows up on work outputs.
- Demonstrates knowledge and skill for general aspects of the job.
- Adheres to organizational policies and procedures, including consistent attendance and punctuality
- Completes work in a timely and consistent manner.

**Education and Experience**

- High School Diploma or equivalent required
- Minimum of two years work experience required
- Computer experience

**Benefits:**

- Employee Assistance Program
- Free Membership to the Sarah Belk Gambrell Fitness Center

**Other:**

Employment at the YWCA Central Carolinas is contingent upon a successful background check, reference check and a clear drug screen. The YWCA is a Drug Free/Alcohol Free environment. Employees are subject to random drug screening.