



Job Description:

Front Desk Attendant

This is an entry-level, part-time position responsible to tend to and monitor the front desk of the Lapeer Community Center. This position will record guest entry and assist in general customer service at the Community Center. This staff member will serve as the front line or face of not only the Lapeer Community Center, but also the City of Lapeer Parks & Recreation department. The individual in this role should be outgoing, personable, and self-motivated. This role will be under the direction of the Office/Recreation Services Manager, or the Building Supervisor in the absence of the Office Manager.

Qualifications:

- Must be 16 years or older
- Must have or be willing to obtain basic CPR/AED/First Aid Certification
- Responsible and dependable
- Must show evidence of enthusiasm and friendliness

Responsibilities:

Attend front desk to check-in members and collect daily payments

Practice good customer service skills with patrons both in-person and over the phone.

Courteously and consistently enforce rules and regulations of the center

Become knowledgeable and confident with all types of memberships, classes, and programs offered by the Center

Become familiar and efficient with navigating RecDesk software

Be responsible for all financial transactions and follow the proper instructions for daily deposits

Perform minor custodial services as needed to maintain a clean, safe working environment

Be familiar with all emergency procedures

Maintain a good working relationship with all staff and customers

Maintain a neat, well-groomed appearance

Report any incidents or membership issues to management

Aids and participates in occasional special events

Adhere to all staff policies

Other related duties as assigned by management