

**YMCA of Greater High Point
Job Description**

Position Description:	Desk Attendant	Branch:	Grubb Family
Job Title:	Member Services	Position Code:	Non Exempt
Incumbent		Date:	February, 2011
Reports to:	Membership Services Director		

General Function:

Under the guidance of the Membership Services Director, the Desk Attendant greets and serves members and guests, oversees the office area, and controls access to the building through the front entrance.

Know How:

Human relations skills and accuracy handling money, computer receipting and phone messages are required. Knowledge of current programs, fees, and schedules is necessary.

Essential Functions:

- Auditory ability to respond to critical incidents.
- Physical ability to operate emergency exits and perform emergency procedures.
- Ability to participate in activities that will help all participants experience success.
- Extensive knowledge of Daxko functions

Principle Activities:

- Greets members and guests entering the building.
- Gives tours of the facility to potential members.
- Collects membership and program participant cards and checks expiration dates using the computer.
- Answers and directs phone calls, taking accurate messages when necessary.
- Processes membership and program payments accurately using a computer receipting system.
- Keeps accounting record of all payments processed. Prepares bank deposit at end of shift.
- Dispenses information to members, guests, and prospective members.
- Maintains a neat, clean area in the front. Keeps literature rack stocked.
- Assist in general office work as needed.
- Performs other duties as assigned.

Job Requirements:

- Collecting and scanning membership cards.
- Ability to see and hear members and visitors coming into the building, read cards, and assess membership status.
- **Ability to use a computer.**
- Ability to balance cash drawer and use of a computer.
- Staff member must hold current First Aid and CPR-PR Certifications.

We understand and mutually accept that the above job description and any supplement request is our agreement as to the job to be performed.

Supervisor

Employee