
Job Description: Front Desk Attendant

Department: Corporate Fitness and Active Aging
Reports To: Assistant Manager or Manager

Job Status: Part Time, Hourly, Non-Exempt
Prepared Date: 10/16/16

Summary

The Front Desk Attendant follows the direction of the Manager or Assistant Manager onsite to ensure customer service excellence in the fitness center. Front desk staff must be well versed in all programs and services provided at their facility and are responsible for providing unparalleled customer care throughout their responsibilities.

Essential Duties

- Provides top notch, customer-focused attention during each member interaction by demonstrating excellent communication and interpersonal skills
- Monitors individuals entering the facility, allowing admittance only to eligible clients
- Checks in participants and keep accurate participation records
- Assists with daily operations (i.e. answer phone and take messages, member check-in, tracking, schedule appointments, address questions, etc.)
- Provides clients with current information concerning the facility and membership as well as current programs and services
- Processes new member applications; files all health forms, physician consent forms, etc
- Issues towels and locks to members; collects money from sales (where applicable)
- Assists with monthly report and/or monthly hours totals
- Assists other staff with first-aid and CPR/AED in the event of an emergency
- Demonstrates work ethic, ingenuity, customer care, and attention to detail
- Maintains familiarity with and abides by the policies stated in the NIFS Employee Handbook
- Performs other duties as assigned

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service - Responds promptly to customer needs; listens and gets clarification; responds well to questions; refers difficult or emotional customer service situations to the Assistant Manager or Manager; meets commitments and responsibilities to both internal and external customers
- Interpersonal Skills - Focuses on solving conflict, not blaming; pairs identification of a problem with possible solutions; remains open to others' ideas and tries new things, maintains confidentiality of both member's business and NIFS business; listens to others without interrupting; keeps emotions under control; diffuses workplace gossip; asks for and offers help when needed; demonstrates professionalism in all communication
- Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; adheres to work schedule with reasonable and reliable attendance; ensures work responsibilities are covered when absent; adapts to changes in the work environment; deals positively with frequent change, delays, or unexpected events; commits to longer hours of work when necessary and approved; completes tasks on time or notifies appropriate person with an alternate plan
- Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance
- Teamwork - Volunteers readily; balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; contributes positively in meetings

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- **Organizational Support** - Follows NIFS policies and procedures; completes tasks correctly and on time; benefits organization through outside activities; supports NIFS policies related to equal opportunity; respects workplace diversity; responds to management direction

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience**
 - Customer service work experience strongly preferred
- **Computer Skills**
 - Knowledge of and demonstrate proficiency with Microsoft Office Suite including Excel, Word, and Power Point and Publisher
 - Once trained, the employee should be capable of accurately using the NIFS Payroll system
- **Certifications**
 - Current CPR/AED/First Aid certification required
 - Trained in Universal Precautions annually (provided by NIFS)
- **Language Skills**
 - Ability to read, understand, and write simple instructions and short correspondence
 - Ability to speak effectively in English
- **Other Requirements**
 - May, at any time, be required to submit to and successfully pass a thorough background check and/or drug screen
 - Must have regular and reliable transportation to and from work

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. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

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. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

I have received and read this job description for Front Desk Attendant. I acknowledge that I am responsible for performing according to the duties and competencies outlined in the description. I understand that as a non-exempt employee, I am expected to work no more than 40 hours per week. As a part time employee, I am required to work the hours my supervisor has indicated. If I believe overtime or additional hours are necessary, I understand I need to communicate with my supervisor for prior approval. Lastly, I understand that my work week may vary accordingly to accommodate overtime.

Signature _____

Printed Name _____

Date _____