



## N4Cs FRONT DESK COORDINATOR/ YOUTH PROGRAM SUPPORT POSITION



The Front Desk Coordinator is responsible for providing excellent customer service to all who enter the Northern Columbia Community & Cultural Center. This position sets the tone for the member experience by engaging with those who enter in a friendly, positive, and helpful manner.

### **Essential Functions:**

- Demonstrate a commitment to supporting the mission and operations of N4Cs in all actions.
- Actively engage with members and prospects to determine needs; assist them with their requests or direct them to appropriate resources.
- Responsible for being self-informed on possessing a strong understanding of all programs, activities, and membership options, with the ability to provide members detailed, accurate and timely information regarding schedules, costs, programs and facility information.
- Build relationships with members through helping members connect to other participants, programs and N4Cs at large.
- Provide exemplary customer service, contributing to member sales and retention, through offering tours, providing informational pamphlets, or further explanations of services being inquiring on.
- Obtain appropriate registration, enrollment or reservation forms and provide necessary next steps to ensure completion of item.
- Maintain a clean and organized reception area as well as building based upon assigned cleaning responsibilities for shift.
- Responsible for reconciling daily cash drawer, Membership software sales, close out report and handle other duties as assigned.

The Front Desk Coordinator is under the supervision of the Executive Director, but also receives direction and guidance from Program Director and works hand in hand with other Coordinators and Volunteers to ensure a seamless experience for members, participants and guests.

\*Individual will also fill in for After School Program and Child Care sessions when needed. Responsibilities for each role will be explained.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Must be eighteen (18) years of age or older.
- Must possess good communication skills and customer service etiquette.
- Ability to operate a cash register, receipt money, and handle financial transactions appropriately.
- Basic knowledge of computers; Capacity to learn and operate Membership software.
- Ability to report to work as scheduled and notifies the appropriate individuals in advance if unable to work.
- Self-directed and motivated to make the work place a better environment for all who enter.
- Must report on time for shifts as designated.
- Energized to be part of a team working to share responsibilities during shifts.

\*Must successfully complete a criminal history report from the Pennsylvania State Police, Child Abuse History Clearance, and a fingerprint based federal criminal history (FBI) check.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_