

## YMCA of Metropolitan Detroit

### JOB DESCRIPTION Part-time, Non-Exempt Position

**TITLE:** Courtesy Counter Shift Lead and Manager On Duty      **BRANCH:** Birmingham  
**INCUMBENT:** Customer Relations Manager      **DEPARTMENT:** 20  
**SUPERVISOR:**      **DATE:** May 2009

#### **GENERAL FUNCTION:**

Under the supervision of the Customer Relations Manager, the Courtesy Counter Shift Lead will be responsible for all general functions associated with the operation of the courtesy counter area, as well as all evening MOD responsibilities. This is a part-time position.

#### **ENTRY REQUIREMENTS:**

High school diploma and a minimum of two years of experience in customer service required. Must be computer proficient. Must possess good communication, organizational and public relations skills. Must be responsible and have reliable transportation. Must be willing to work Monday-Friday 5-10pm.

#### **JOB SEGMENTS:**

- Maintain front desk supplies, i.e. flyers, program guides, general office supplies and make sure area is clean.
- Work with Membership/Marketing Director to provide one on one training with new courtesy counter staff members.
- Provide customer service to members and guests through answering phones, giving facility tours, program registration, membership sign-up, answering questions and other duties as needed
- Perform membership and program input on the AS400 computer system
- Monitor facility access by making sure that every member swipes in and that every guest fills out a consent form before being allowed to use the facility
- Assist with all functions that relate to membership services
- Engage members and the general public on a consistent basis with a warm and enthusiastic greeting
- Know all aspects of the membership department, i.e. tours, sales, types and plans
- Know all aspects of the various program departments, i.e. registration procedures, schedules and program guides
- When slow help distribute jobs to desk staff (i.e. cleaning the counter, copies, etc.)
- Attend all mandatory staff meetings & additional training required by Metropolitan YMCA
- Ensure that facility walkways are safe and clean during inclement weather, by making appropriate recommendations to staff. I.e. Maintenance.
- Wear staff uniform and nametag at all times
- Ensure you and your staff answer all incoming calls by the third ring
- Handle member complaints with a smile, a true sense of concern and complete respect for the customer
- Keep the comment board up to date with new comments cards and the outcome from them
- Demonstrate physical, emotional and intellectual competencies necessary for good judgment when performing assigned duties
- Must attend new employee orientation 101, CPR, AED, O2 and First Aid trainings
- Perform other duties as requested by the supervisor in the spirit of teamwork

- Meet base performance standards
- Responsible for completing the MOD shift task list, and all MOD duties.

**AGREEMENT:**

We understand and mutually accept the above position description represents our agreement as to the job to be performed.

PT: 2

Supervisor: \_\_\_\_\_

Supervisee: \_\_\_\_\_

Date: \_\_\_\_\_