

East Central University
Job Description

Job Title: Front Desk Attendant
Department: Tommy Hewett, M.D. Wellness Center
Reports To: Wellness Center Director

Essential Duties and Responsibilities:

- Ensure authorized access of patrons by swiping ID cards and verifying with database
- Effectively communicate accurate information regarding facility programs and services
- Ensure patrons have gone through required orientation and completed forms prior to facility use
- Maintain cash box and perform cash, check, and credit/debit transactions
- Complete daily, weekly, and monthly check sheets and individual assignments
- Process enrollment forms for new/renewal patrons
- Book birthday parties and make facility reservations
- Rent out equipment; sell day passes and various other items
- Enforce all policies
- Open and close facility as needed
- Know how to engage facility's evacuation procedures and emergency action plan
- Answer patrons' questions and follow up on requests
- Attend all scheduled meetings and in-services
- Present a professional appearance and positive attitude at all times
- Maintain a high standard of customer service
- Maintain a timesheet of number of hours worked
- Call director if unable to report to work as scheduled and find a substitute to work shift if planned absence is necessary
- Perform other various essential functions and miscellaneous duties as assigned

Qualifications:

- Current CPR, and first aid certification and thorough knowledge of application of skills
- Basic computer skills and telephone etiquette
- Detail oriented and strong multi-tasking skills
- Excellent customer service skills
- Reliable, responsible, and mature
- Self motivated, takes initiative, and is able to work without supervision
- Dedicated to working as a team player and maintaining a positive attitude
- Must be able to work some early mornings, evenings, weekends, holidays, and breaks

Physical Demands:

- Ability to sit, bend, stoop, kneel, and reach with hands and arms on a regular basis
- Must be able to lift and/or move up to 45 pounds on a regular basis and on occasion will be required to lift and/or move in excess of 45 pounds