



David Posnack  
JCC

Date: November 2014

**JOB TITLE:** FRONT DESK STAFF  
**REPORTS TO:** MEMBERSHIP DIRECTOR  
**STATUS:** PART-TIME (NON-EXEMPT)

The Front Desk Staff are the “face of the center” and provide members and guests with a pleasant and welcoming environment as they enter the DPJCC. This position is responsible for creating strong relationships between the DPJCC and its current and prospective members, along with providing superior customer service. The specific duties of the front desk staff are to provide general and program information to members and guests that meet their needs related to total health and growing involvement in the DPJCC, thereby increasing member enrollment, retention and satisfaction.

**RESPONSIBILITIES:**

- Warmly and enthusiastically greet every member by name, with a smile and eye contact.
- Possess excellent knowledge of the DPJCC’s mission and programs.
- Check Front Desk information binder at the beginning of each shift to keep informed of any updates or other important information.
- Organize and update all forms and supplies at the front desk. Make sure there is petty cash in drawer for next shift.
- Keep front desk and lobby area organized and neat.
- Responsible for updating StarPass class participation and guest pass logs.
- Ability to handle multiple tasks at the same time
- Answer phones and respond to all emails.
- Communicate with other part time staff and supervisors.
- Must be able to account for petty cash and transactions.
- Take registrations when registrar is not available.
- Check all ID’s of members including SilverSneaker® and non-members, and all league participants. Follow all instructions as requested by membership staff for member check in and membership verification.
- Handle StarPass, locker rental, racquetball reservation transactions, check out equipment.
- Well-kempt and groomed appearance. Address members, guests and staff with a smile and warm tone. Wear DPJCC staff shirt with black, navy or khaki pants or knee-length shorts and sneakers. Athletic pants are acceptable. Always wear DPJCC name tag.
- Take reservations for classes (i.e., Spin, TRX).
- Take and print membership card photos as needed.