

<b>Title:</b> Welcome Desk Associate	<b>Classification:</b> Support	<b>Location:</b> Quarries Campus
	<b>Supervisor:</b> Director of Membership Services	<b>FLSA Grade:</b> Non-Exempt <b>Status:</b> Regular Part-Time <i>(All PT employees are not to exceed 29 hours per week.)</i> <b>Office Hours:</b> As Assigned

***Position Summary***

The overall objective of every staff member of Hyde Park Baptist & The Quarries Church, in keeping with the Great Commission, is to lead the lost to Christ, baptize them and involve them in on-going Bible study, so that every believer can become a fully devoted follower of Christ.

The Welcome Desk Associate is responsible for the reception area of the Christian Life Center. The receptionist will greet all members and guests, answer all phone calls, assist members and guests with questions regarding services and events, and check members and guests into the CLC database. The Welcome Desk Associate must present a personable, helpful, and professional image at all times.

***Major Responsibilities and Essential Duties***

1. Acknowledge and greet all members and guests (Smile and make eye contact.).
2. Responsible for assisting and directing members and guests.
3. Handle guests' questions and concerns accurately, professionally and courteously to ensure complete guest satisfaction.
4. Ensure telephone calls are answered promptly, courteously, and professionally.
5. Create CLC membership identification cards.
6. Require identification and check-in of all members and guests into the CLC database.
7. Be on-time for your shift.
8. Convey important operational information to the next shift.
9. Communicate concerns and issues involving staff or guests to supervisor.
10. Properly open and/or close Welcome Desk operations each day according to standard operating procedures.
11. Manage Welcome Desk operations, computer applications, and credit card processing system according to standard operating procedures.
12. Handle CLC payments and complete written paperwork and computer records accurately for membership database.
13. Introduce guests to fitness membership options and services. Offer detailed descriptions of the fitness center and schedule appointments with appropriate fitness leader as determined by guest needs.
14. Create a great guest experience by delivering a personalize tour of the facility when requested.
15. Create and post the Schedule of Events prior to the close of business (Closing Shift).
16. Be knowledgeable about recreational ministry programs (camps, gym, adult leagues, events, etc.).
17. Know event scheduled each day and be available to assist with set-up or clean-up.
18. Enforce the membership rules for members and guests. Notify on-duty management of any rule infractions.
19. Check-out and check-in CLC equipment by utilizing the Welcome Desk applications and log.
20. Record lost and found items in the Lost and Found Log and secure items.
21. Maintain a clean, clutter free, safe, and well organized work environment at the Welcome Desk (includes front desk area, floor, and backroom).
22. Perform general cleaning duties as assigned.
23. Fold CLC towels during shift.
24. Regularly attend and participate in staff meetings.
25. Assist the Director of Membership Services and Minister of Sports and Recreation by performing other duties as assigned.

**Qualifications and Skills:**

1. Must be a believer in Jesus Christ.
2. High school diploma (or attending High School) or GED.
3. Must possess high school diploma or GED.
4. Must be detail-oriented and have the ability to multi-task.
5. Ability to be efficient and productive in a fast-paced environment.
6. Must have enthusiasm and possess excellent customer service skills.
7. Must possess basic math and money handling skills.
8. Enjoys working with people and possesses a friendly and outgoing personality.
9. Excellent communication, listening, and computer skills.
10. Must be a team player.

**Working Conditions:**

The physical demands and work environment described here are representative of those that must be met by the employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

1. Extended hours sitting is required.
2. Use of a personal computer is required.
3. Lifting, carrying or transporting objects weighing up to 50 pounds.

**NOTE:** *The duties listed above are intended only as illustrations of the various aspects of the position and the types of responsibilities that may be performed. The omission of specific statements does not exclude them from the position if work is similar, related or a logical assignment to the position. The position description does not constitute an employment agreement between employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.*

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Employee's Name (Print)

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date