



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

JOB DESCRIPTION

Job Title: **Child Care Front Desk Receptionist**

FLSA Status: Non-Exempt Hourly

Status: Part Time

Reports to: Youth & Family Director

Department: Child Care

Revision Date: 3/2019

POSITION SUMMARY:

Responsible for inputting collected data, as well as providing services and information about the Southlake YMCA Child Care while covering front desk and assisting with general office duties. Greets everyone by using names whenever possible; extends thanks whenever appropriate; makes relationship building the number one priority at all times. Provides a quality experience to children and parents that focuses on the YMCA values: honesty, respect, responsibility, and caring.

ESSENTIAL FUNCTIONS:

1. Greet and screen all visitors that enter the building. Ensure all visitors follow sign-in/sign-out policy
2. Provide general support to visitors; confer with parents regarding facility, policies, and enrollment procedures
3. Provide tours as requested by interested families
4. Answer and direct phone calls
5. Be knowledgeable and answer informational questions from callers
6. Responsible for maintaining a neat and clean entry and office
7. General office duties as needed; including collect and record parent fees, take messages, and handle client requests
8. Attend all required trainings, meetings, and events
9. Follow emergency procedures and safety precautions including procedures for reporting all accidents, incidents and hazards
10. Accept additional assignments as deemed appropriate, within the scope of the job description

YMCA COMPETENCIES:

Mission Advancement: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

Collaboration: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

Personal Growth: Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior

or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. Certifications required within 30 days of hire: CPR/AED & First Aid and New Employee Orientation. Redwoods trainings required prior to the start of employment
2. Excellent interpersonal, communication, and problem solving skills
3. Ability to relate and communicate effectively to diverse groups of people from all social and economic segments of the community
4. Minimum age 18
5. Proficiency in general computer use

JOB EXPECTATIONS:

All employees are expected to act in a manner in line with the YMCA values and within the confines of the information listed above. Anyone found not acting in these manners will receive disciplinary measures up to and including verbal warnings, documented infractions, and/or termination.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- Visual, auditory, and verbal ability to communicate effectively.
- Must have high level of alertness, concentration, and initiative.
- Sufficient strength, agility, and mobility to perform job responsibilities.
- Ability to lift 50 lbs. and stand, walk, or sit for extended periods of time; occasionally stoop/bend.
- Maintain a neat and professional appearance at all times.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____