

**CITY OF PLATTS MOUTH
JOB DESCRIPTION**

POSITION TITLE:

Member Services (Front Desk)
Members Services Manager

PURPOSE OF POSITION: Attend to visitors and deal with inquiries on the phone and face to face. Supply information regarding the organization to the general public, clients and customers.

EXEMPT: Y/N: NO—PART-TIME

ESSENTIAL FUNCTIONS:

Greets all members/customers in a timely and courteous manner; assists members in proper check-in procedures

Able to correctly give a tour of the center and how to register new members

Provides membership requirement information and assists in registering new members

Creates membership cards for all new members and their families and/or reissues lost cards when requested

Collect and process payments for all computer generated class and activity registrations

Answers telephone and customer questions; routes inquiries as necessary/appropriate

Issues sports and fitness equipment to guests when necessary

All other duties as assigned

ESSENTIAL KNOWLEDGE, EXPERIENCE, AND ABILITY

Must obtain basic computer knowledge.

Ability to stand, walk, and sit up to 75% of your scheduled work time.

Ability to climb, reach, balance, bend, stoop, squat, kneel, crouch, push, and pull up to 25% of your scheduled work time.

Ability to lift up to 25 pounds.

ESSENTIAL EDUCATION, CERTIFICATION AND/OR LICENSES:

At least an eighth grade education required; High School diploma or GED highly desirable

Must be at least 16 years of age

Ability to work with attention to detail

Customer service skills desirable

CPR and First Aid certification desirable

Basic to moderate word process skills and customer service experience highly desirable

Experience working in a multi-cultural setting and bilingual (Spanish/English) capability desirable

On-site attendance is required of this position

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The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

I have read the above job description and accept the responsibilities:

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

Employee Position Description Approved for Use:

City Administrator _____ Date _____