Front Desk Clerk

YWCA IS ON A MISSION

Job Description:
Our Front Desk Clerk is our go-to person who helps our members and employees, providing information on the facility, our services, and our programs on the phone and in person. If you enjoy being around people and engaging in the community, this position is for you!

Responsibilities:
Customer Relations

- Must maintain a friendly, approachable manner to the public and project a professional image.
- Must become knowledgeable of all facets of the YWCA and provide accurate information to members and potential members via phone or in person.
- Ensure members and potential members are connected with the correct person/department to obtain programming or association-related information.
- Must familiarize themselves with the programs and services offered to sell them effectively.
- Help resolve problems and concerns for potential members and staff positively and professionally.
- Conduct tours of the YWCA for new and prospective members.

General Office

- Complete tasks such as copying, filing, telephone calling, and computer data entry.
- Maintain a neat and orderly work area and lobby.
- Participate in orientation and staff development training as required.
- Ability to keep busy by helping others with tasks as assigned, including bulk mailings, membership promotions, open houses and other assignments for the good of the YWCA.

Record Keeping

- Keep accurate receipt of memberships, program participant information, and revenue on the computer.
- Sell memberships and services. Follow up with anyone who has not renewed via phone, mail, or e-mail.

Building Safety & Security

- Responsible for accurate daily shift opening and closing following procedures.
- Ensure the security of the building by monitoring it and following procedures to open/close the Member Service Desk area and the main building.
- Responsible for the key box. Handing out and retrieving keys.
- Maintain cleanliness of Member Service Desk area, including disinfecting commonly used areas.

Child care Benefit:
The YWCA subsidizes 50% of child care costs for children enrolled in YWCA childcare programs.

Health and Wellness Benefits:
Employees receive a free membership to the YWCA fitness facilities. This includes specialty classes.

Paid Time:
32 hours of personal time
Accrue 3.69 hours per paycheck for sick leave and vacation. Paid holidays. *

Health Insurance:
The YWCA contributes to each employee's plan. *

Retirement:
Available to employees working two years with the agency. YWCA Cortland along with YWCA Retirement Fund contributes an average of 3-5% annually regardless of employee contributions. Contribution elections are reviewed on an annual basis. *

Work Environment:
The YWCA embraces a family-friendly and flexible work environment.

Employee Assistance Program (EAP):
Many benefits are available including professional development, counseling, family planning, discounts, and unlimited resources accessible to each employee and anyone living in their household.

*Benefits are for full-time positions

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- Be knowledgeable in emergency procedures in case of fire, injury, or other emergencies.
- Provide AED or assist in medical emergency events within the YWCA building.

Qualifications:
Required
- High school diploma or GED certification.
- Proficient computer skills, including Microsoft suite.
- Six months of experience in a service-oriented or sales environment.
- Skills in problem-solving, relationship building, and communications.
- Ability to work calmly under all conditions.
- Use independent initiative and thinking.
- Work well in a team setting.
- Ability to multi-task.

Preferred
- Adult and Pediatric CPR, first aid, and AED

Working Conditions:
While performing the duties of Front Desk Clerk, the employee is regularly required to:
- Use a computer for extended periods and be able to communicate using a computer and phone.
- Sit and reach and must be able to move around the work environment.
- Complete a task where repetitive motions are required.
- Communicate effectively by speaking and listening.
- Occasionally lift and move up to 10 pounds.

An employee must meet the physical demands described here to perform the essential functions of this job successfully. Reasonable accommodations can be made to enable individuals with disabilities to perform essential functions.

Reports to:
Patty Condon, YWCA Cortland Operations Manager

Schedule:
30 hours per week, mornings Monday-Friday.

Salary:
$15.50 – 16.00 per hour (based on relevant experience)