



Position: Front Desk Rep

Status: Non-exempt, Part-time under 20 hours/week

Salary: \$13.20/hr (\$13.70/hr for AM hours)

Reports to: Director of Fitness

About YWCA Central Carolinas:

YWCA Central Carolinas is on a mission to eliminate racism, empower women and promote peace, justice, freedom and dignity for all. Our transitional housing programs serve up to sixty-six women and ten families facing homelessness by providing safe, affordable transitional housing and comprehensive support services on our Park Road campus. In our Youth Learning Centers, YWCA operates free, accessible literacy-based programs for K-5 grade youth, after school and all day during the summer. In our racial justice and advocacy work, we host forums and events to educate and mobilize our community to combat systems of oppression. And YWCA's co-ed fitness center empowers individuals in their wellness journey and connects them to our mission. YWCA Central Carolinas has served the Charlotte region since 1902, evolving to meet the changing needs of our community.

Position Objectives:

The Front Desk Rep will greet and direct all individuals that enter the facility; providing exceptional customer service, promoting YWCA fitness programs and ensuring the safety of members, families, youths, participants, staff volunteers and other guests.

Duties and Responsibilities:

Maintains High Work Standards

- Sets and maintains high performance standards.
- Pays close attention to detail, accuracy and completeness.
- Shows concern for all aspects of the job and follows up on work outputs.
- Demonstrates knowledge and skills for general aspects of the job.
- Adheres to organizational policies and procedures, including consistent attendance and punctuality.
- Completes work in a timely and consistent manner.

Delivers Excellent Customer Service

- Welcoming and professional to all guests, members, families, staff and participants.
- Manages a multi-line telephone system.
- Maintains knowledge of all YWCA programs and effectively communicate programs and/or answer questions regarding programs.
- Reads and understands counter notes weekly.
- Ensures all guests, members and staff sign-in.

Oversees Front Desk and Lobby Area

- Keeps front desk and facility organized and clutter-free.
- Prioritizes needs effectively.
- Maintains records of guest visits and purchase transactions, and adheres to guidelines surrounding document submission.
- Oversees lost and found items.
- Knows and can implement opening/closing procedure.

Grow Membership of Fitness Center

- Encourages member referrals, new memberships, continued memberships and involvement with fitness center activities.
- Promotes YWCA fitness programs with prospective members.
- Maintains supply of membership marketing materials and all fitness center information.

Created: 3/16/21, Revised: 10/6/22, 11/30/23, 7/10/25

Ensures Safety of all Guests, Members and Participants

- Ensure safety of all guests, members and participants.
- Enforces safety standards and facility operational rules for all individuals using the facilities.
- Understands emergency and evacuation protocol to ensure safety and security of building.
- Knows and can implement incident protocols if an accident or emergency should occur.
- Monitors exterior lights, turning them on/off at appropriate times.

Education and Experience:

High School Diploma or equivalent preferred. A minimum of two years of related work experience preferred. Proficient with computers, multi-line phone systems and strong comfort with technology required. American Red Cross Adult and Child CPR/AED/First Aid training preferred.

Benefits:

Employee Assistance Program

Free YWCA Fitness Center Employee Membership (discounted family membership available)

Physical Demands:

The physical requirements described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their job. Required certifications for the position may have stricter physical requirements and when those conflict with the job description, YWCA will follow the requirements in the certification.

While performing the duties of this job, the individual is regularly required to talk or hear. Specific vision abilities required by this job include close and distant vision needed for using a computer. Frequently required to remain stationary while working at a computer and perform repetitive motion tasks that may include the wrists, hands, and/or fingers. Must be able to operate standard office equipment and keyboard. Frequently required to stand, walk, bend, stoop, kneel, crouch, push, pull, reach with hands and arms. May occasionally need to lift and/or move up to 25 pounds.

Other Information:

Employment with YWCA Central Carolinas is contingent on successfully passing all of our pre-employment screenings, including but not limited to: a drug screening, reference checks, proof of certification (if applicable) and a background check. If applicable to the position, YWCA Central Carolinas employment may be contingent on a candidate meeting driver approval criterion as determined by motor vehicle record background check.

YWCA fully subscribes to the principles of equal employment opportunity and is committed to complying with all regulations under federal, state and local law. Recruiting and employment decisions are based on qualifications and capabilities to perform the essential functions of the job.

To apply, please go to our website: <https://ywcacentralcarolinas.org/work-with-us/>