FRONT DESK

JOB DESCRIPTION

SUPERVISOR: Executive Director

POSITION SUMMARY

Full Time, Year-round

This position serves as the primary receptionist and first point of contact for RFR & The Bayfield Rec Center. Front desk staff is expected to provide excellent customer service and support as needed to regular RFR staff.

QUALIFICATIONS

* The ability to work positively and cooperatively with the public & RFR staff
* The ability to manage phone calls, disseminate information, and take accurate messages.
* The ability to use computer software and to handle financial transactions.
* Current American Red Cross Lifeguard certification or willing to become certified.
* Knowledge of online media platforms a plus

DUTIES AND RESPONSIBILITIES

* Provide excellent customer service at the front desk and assist with check ins.
* Handle all customer interactions in person and over the phone, including leaving quality messages for other staff as necessary.
* Complete daily tasks at the desk including facility use totals, checking for expired memberships, completing daily finance sheets, and other assigned tasks.
* Document and report incidents, injuries, complaints, broken equipment, etc as necessary in accordance with RFR policies and procedures.
* Abide by and uphold all RFR policies and procedures.
* Provide a safe and fun environment.
* Maintain a high level of professionalism and a positive attitude.
* Assist in maintaining a clean, safe, and well-maintained facility.
* Attend periodic in-service trainings.
* Perform any and all other duties and responsibilities as assigned.

COMPENSATION

* Hourly wage depending on experience and performance, minimum of $10/hr
* Free family membership to the Bayfield Area Recreation Center