

**STRONGSVILLE RECREATION DEPARTMENT
FRONT DESK ATTENDANT
JOB DESCRIPTION**

DUTIES & RESPONSIBILITIES

1. Greet customers upon arrival.
2. Check in members to ensure they are valid.
3. Provide prompt, efficient and friendly service to the customers in person and on the phone.
4. Collect entry fees and membership fees.
5. Enroll customers into programs and sign up for membership.
6. Be knowledgeable of the programs offered and the facility to be able to answer customer's questions.
7. Rent out game equipment and balls for the gym.
8. Count and balance their register at the end of their shift.
9. Cleaning and general upkeep of the front desk area.
10. Monitor the stock of literature at the front desk and make sure the supply remains adequate.
11. All other duties as required by Facility Manager.

QUALIFICATIONS

1. Good communication skills.
2. Basic math and computer skills.
3. Prior customer service experience a must.
4. Must be able to multi-task.
5. Must be able to work varied shifts.