

Anticipated Start Date: 12/1/11

THE SALVATION ARMY
Ray and Joan Kroc Corps Community Center
St. Joseph County, IN



JOB DESCRIPTION

Position: Welcome Desk Associate

Reports To: Welcome Desk Lead

Classification: Part-time/Hourly

Hours

Up to 20 hours per week during open hours (5:00 am – 10:00 pm). Must be able to work weekdays, weekends and holidays as needed. Hours of operation may vary.

Job Summary:

The Welcome Desk Associate will provide support to the Welcome Desk Lead.

The Welcome Desk Associate is responsible for creating exceptional customer services experiences. Primarily responsibilities include selling and/or verifying membership's program registrations as well as providing facility information, answering, and routing all incoming phone calls.

The Welcome Desk Associate must have excellent interpersonal skills, a love for people and problem-solving. This position is a key direct line position and requires the person to be unflappable and keen showing Christian hospitality at all times.

I. Key Areas of Responsibility:

1. Provide world class customer service to the community; see that all customers, clients and members are given prompt and courteous service, with an attitude of Christian hospitality.
2. Perform point of sales (POS) transactions/CCMS functions at the Welcome Desk.
3. Perform all Welcome Desk duties.

II. Specific Functions:

Provide world class customer service to the community.

1. Be an ambassador for the Kroc Center by giving tours, promoting the center and selling memberships.
2. Observe and identify customers, clients and members that may be recommended candidates for scholarship. Provide assistance for scholarship application process.
3. Maintain progressive knowledge of all programs and facilities.
4. Enforce policies in a positive non-discriminatory manner.
5. Attend to accidents and injuries according to Emergency Action Plan.
6. Learn our members' names and refer to people by name as they enter and exit the building.

Anticipated Start Date: 12/1/11

Perform POS/CCMS transactions at the Welcome Desk.

1. Handle cash, credit cards or checks, make change and operate the Kroc CCMS software.
2. Enter all membership information into CCMS accurately and in timely manner.
3. Complete necessary paperwork for bank deposits and at end of shift.
4. Maintain the orderliness and cleanliness of the POS stations and kiosks.
5. Follow all policies and procedures for the Welcome desk and POS system

Perform all Welcome Desk duties.

1. Serve customers, clients and membership.
2. Receive and handle incoming telephone calls, greet visitors and respond to emails in a friendly and business like manner.
3. Direct calls to appropriate program/staff in a timely manner.

III. Qualifications:

1. High school diploma or GED equivalency. Minimum of 1- 2 years' experience working in customer service and cash handling related industries.
2. Must have excellent computer skills; experience in working with Microsoft Office products, cash handling, and register sales. Computer database application experience helpful. Ability to use new software programs with basic training.
3. Must have command of the English language and possess excellent verbal and written communications skills.
4. Must comply with all applicable business, employment and copyright laws.
5. Must uphold and enhance public appreciation and trust for the fitness industry.
6. Maintain the confidentiality of all clients' information.
7. Maintain a drug and alcohol free work environment.
8. Must have, or be able to obtain within the first 30 days of employment, First Aid/CPR/AED certification.

IV. Physical Requirements:

1. Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or continuous basis.
2. Ability to grasp, push, pull objects and reach overhead.
3. Ability to lift and carry 40 lbs.
3. Attendance/Punctuality

Qualified individuals must be able to perform the essential duties of the position with or without accommodations. A qualified person with disability may request a modification or adjustment to the job or work environment in order to meet the physical requirements of the position. The Salvation Army will attempt to satisfy requests as long as the accommodation needed is reasonable and no undue hardship would result.

The Salvation Army Mission Statement:

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

The Kroc Center Vision Statement:

In keeping with the mission and holistic approach of The Salvation Army, the Ray and Joan Kroc Corps Community Center provides facilities, programs and services that encourage positive life-changing experiences for children and adults which strengthen families, and enrich the lives of seniors.

Anticipated Start Date: 12/1/11

The Values of the St. Joseph County Kroc Center are to:

Promote Wellness, Encourage Excellence, Build Character and Inspire Faith

Special Comments

I further understand that The Salvation Army does not participate in unemployment compensation insurance, and I will not accrue unemployment benefits while working for The Salvation Army.

The Salvation Army uses job descriptions to aid in various human resource functions. A job description normally is shared with the employee at the time of hire and a copy signed by the employee should be kept in the personnel file. It will help you and your supervisor to communicate about job responsibilities. However, these descriptions are not fixed organizational policy. They are guidelines and are subject to change. From time to time, you may be requested to perform duties and handle responsibilities that are not a part of your normal job description.

I have read and understand the Job Description as outlined above.

(Signature)

(Date)

(Supervisor)

(Date)