YMCA of Northern Utah

Job Title: Front Desk Representative

FLSA Status: Non-Exempt, part-time (25 hours per week)  Location: Taylorsville
Typical Schedule: Mon – Fri, 1:00pm to 6:00pm  Wage: $11.00-$12.50 per hour DOE
Reports to: Administrative Director  Primary Function: Customer Service/ Business Office Services

POSITION SUMMARY:
The Front Desk Representative will provide customer service to families at the YMCA Community Family Center in Taylorsville, Utah. The Front Desk Representative will respond to calls and emails and assist families with program registration and accounts. This office support position contributes to the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The office coordinator position will be summer seasonal, 25 hours per week to start. Based upon job performance and availability of the selected candidate, this position does have potential to become full-time year around with full benefits upon conclusion of the summer season.

OUR CULTURE:
Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:
1. Provide excellent customer service to YMCA families, via phone, email and face-to-face conversations
2. Provide accurate information on program offerings and schedules.
3. Manage customer accounts, including receiving payments and follow-up on past-due balances.
4. Follow YMCA policies on child sign-out procedure, including checking identification.
5. Duties related to bi-lingual translation, including conversational translation and written translation of registration forms and notices.

**This is not an exhaustive list of job duties. Other duties, responsibilities and activities may change or be assigned at any time based on program needs.**

QUALIFICATIONS:
- 18+ and high school diploma or GED required
- One or more years of customer service experience required
- Bilingual English/Spanish highly preferred
- Must pass Childcare Licensing Background check with fingerprinting (initiated upon hiring)
- Proficient in Google Business Suite (Gmail, Google Calendar, Google Docs, Google Drive, etc.)
- Some experience working with customer databases or CRM’s (knowledge of EZCare is a plus!)
- Proficient in Microsoft Office Suite
- Excellent customer service skills, as well as strong written and verbal communications skills required
- Reliable and punctual attendance required
LEADERSHIP COMPETENCIES:

- Engaging Community
- Communication & Influence
- Fiscal Management

EQUAL EMPLOYMENT OPPORTUNITY

The YMCA of Northern Utah provides equal employment opportunities (EEO) to all employees and applicants. Applications for employment will be considered without regard to race, color, religion, sex, national origin, age or disability.

TO APPLY

Please send a current resume and cover letter to:

Rebekah Adamson, Administrative Director
radamson@ymcautah.org