



### **FRONT DESK ATTENDANT (Part-Time)**

Upper Merion Township, located in King of Prussia, PA is looking for an, energetic **Front Desk Attendant**. The Front Desk Supervisor and is responsible for assisting in the successful operation of the front desk for the Upper Merion Community Center. The front desk attendant will assist passholders/patrons with information, take registrations, and provide excellent customer service.

The duties of the **Front Desk Attendant** include (but not limited to):

- Greets members and guests with a friendly smile and attitude.
- Provides information to patrons/passholders about the facility, passes, classes, trips and other activities.
- Completes registrations, ticket and point of sale transactions by computer.
- Handles customer service issues with a positive professional manner.
- Makes customer service a top priority and interacts with visitors/members in a friendly and professional manner.
- Checks-in patrons/passholders into the community center.
- Ensures compliance with the community center policies and procedures.
- Notifies proper authorities in case of emergency.
- Balances drawer to cash journal and paperwork at the end of the daily shift.
- Assists in the implementation of front desk policies and procedures.
- Responds to public inquiries regarding the facility, programs, policies and procedures via telephone, email, written correspondence and/or onsite inquiries and when necessary directs them to the appropriate destination or takes messages.
- Assists in opening and closing of facility according to established policies and procedures.
- Assists with public relations duties such as preparing and distributing relevant materials.
- Ensures that he/she contributes to a safe, clean and family oriented environment.
- Assists in preparation of mass mailings to patrons and vendors as needed.
- Handles general administrative tasks such as distributing parcels and updating calendars.
- Maintains the highest levels of ethical standards of the department.
- Attends and participates in special events, programs and meetings, as needed.
- Performs other duties as assigned and/or required.

#### **Position Requirements:**

- High School Graduate
- CPR, AED, and First Aid certification

#### **Additional Requirements:**

- At least one year of customer service with cash handling experience.
- Ability to work a flexible schedule that includes days, evenings, split shifts, weekends and/or holidays.
- Ability to work under stressful situations, ability to stay calm and have excellent problem solving skills.
- Working knowledge of MS Word, Excel and PowerPoint, Outlook, Desktop Publishing.
- Pennsylvania State Police Request for Criminal Records Check.
- Department of Public Welfare Child Abuse History Clearance.
- Federal Criminal History Record Information.

#### **How to Apply:**

- For immediate consideration, applicants should complete an employment application by visiting [https://www.umtownship.org/?wpfb\\_dl=3158](https://www.umtownship.org/?wpfb_dl=3158) and submit the **full job application, cover letter and resume** via email to: [hr@umtownship.org](mailto:hr@umtownship.org). **Applications will be accepted until positions are filled.**

**Equal Opportunity Employer**