



## **FRONT DESK LEAD (Part-Time) (Two positions needed)**

Upper Merion Township, located in King of Prussia, PA is looking for three part-time, highly motivated **Front Desk Leads** who will report directly to the **Customer Service Supervisor** and **Financial Supervisor**. The successful candidates will be responsible for assisting in the successful operation of the front desk for the Upper Merion Community Center by acting as a liaison between supervisory and front desk staff to assure that the directives of supervisory staff are carried out efficiently and in a timely manner.

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

- Providing training and support to front desk staff.
- Communicating and explaining new policies and ensuring compliance with established Community Center policies and procedures.
- Responding to public inquiries regarding the facility, programs, policies and procedures via telephone, email and written correspondence, including providing receipts and financial status of accounts, balancing cash drawer at opening and closing of shift.
- Handling general administrative tasks such as distributing parcels and updating calendars, maintaining front desk supplies.
- Assisting with the opening and closing of the facility according to established policies and procedures as scheduled.
- Attending and participating in special events, programs and meetings as needed.
- Troubleshooting software and hardware issues by contacting appropriate support department.
- Performs other duties as assigned.

The **Front Desk Lead** positions will interact with the general public and other Township staff. Successful candidates must have excellent customer service and skills, the ability to work independently, as well as in a team environment.

### **Minimum Qualifications:**

- Must be 18 years or older.
- CPR, AED, and First Aid Certifications are required or ability to acquire prior to starting.
- Must demonstrate basic computer literacy and ability to learn computer software functions.
- Must be available evenings and weekends.
- Must demonstrate maturity, reliability, great critical thinking and problem solving skills, courtesy and have the ability to speak and write clearly.
- Professional demeanor, remaining calm and courteous at all times.

### **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**