

JOB DESCRIPTION	JOB TITLE: FRONT DESK
	Job Location: <i>AdventHealth Center Ice</i> Reports to: Guest Services Manager/Director Guest Service Function Area: Sales & Business Development Type: Part-Time

Job Title: GUEST SERVICES ASSOCIATE

Under direction of the AHCI Guest Services Manager, Front Desk Associates will be responsible for customer service and POS operation at the front desk. Duties will include Active Network registrations, admissions, and memberships, etc.

MAJOR TASKS, RESPONSIBILITIES AND ACCOUNTABILITY

- Answering telephone calls and customer service
- Maintain all supplies and print materials including all marketing brochures
- Keeping lobby clean and safe
- File and organize paperwork

REQUIRED KNOWLEDGE AND ESSENTIAL SKILLS

- Prior experience as a customer service
- Experience with a POS system

MINIMUM QUALIFICATIONS

- Experience with a POS system
- Ability to work with minimum supervision
- Ability to be flexible with their schedule and adjust to facility
- Must be able to handle a busy environment
- Must have great customer services skills

PHYSICAL REQUIREMENTS

- May need to stand on feet for long hours at a time

REQUIRED TRAINING

- Facility Orientation
- SafeSport, CPR, AED, and First Aid Training
- Attend all Facility Safety Program Training (in-house/as determined)

DUTIES AND RESPONSIBILITIES

- Answering phone calls
- Maintain all marketing supplies and request any supplies needed
- Answer questions in a courteous way
- Document all incident reports
- Coordinate crowd control
- Make sure that you are knowledgeable on programs and fees
- Any other task or responsibility as assigned by a manager

BENEFITS

Vacation Time:

- Paid Time Off accrued per Company Handbook

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of the job description at any time without prior notice.