

NIGHT RECEPTIONIST JOB DESCRIPTION

Customer Assistance:

- Meet and greet guests as they enter the building in a friendly and helpful manner.
- Offer assistance as needed
- Provide accurate and appropriate program information
- Complete registrations and accept payments when needed
- Guide customers to meeting/class locations as needed
- Write appropriate cash receipts for all cash payments
- Write appropriate credit card receipts for cc transactions

General Responsibilities:

- Answer the telephone at all times and direct calls to voice mail or take messages
- Perform miscellaneous clerical duties as needed
- Keep current on all YWCA activities and programs for customer information
- Give information and referral on social service organizations in the community
- Assist with mailings as needed. Including update mailing lists and labels
- Copy and assist in preparing any needed material for classes, events, meetings, etc.
- Assist Daytime Staff with any paperwork, computer work, etc. as needed

EDUCATION/EXPERIENCE:

- Basic computer knowledge required
- Public relations or marketing skills preferred

KNOWLEDGE AND SKILLS:

- Exceptional verbal and written
- Strong human relations and communication skills including but not limited to an ability to deal effectively with diverse groups of people, both in person and on the phone
- Ability to analyze target market, provide well thought-out, concise and timely communications
- Must possess a creative, energetic, customer-service oriented and image focused attitude

LANGUAGE ABILITY:

- Ability to read, analyze and interpret documents
- Ability to write, speak and listen well
- Ability to respond effectively to sensitive inquiries or complaints

CERTIFICATES AND LICENSES:

- Valid PA driver's license
- ACT 151 clearances are recommended

ADA: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Specific vision abilities required by this job include close vision and ability to adjust focus
- While performing the duties of this job, the employee is regularly required to communicate verbally and/or hear
- It is required to be able to multitask
- Stair climbing