



WELCOME DESK RECEPTIONIST

- JOB TITLE:** Welcome Desk Receptionist
SUPERVISOR: Executive Director, Holmen Area Community Center
JOB TYPE: Part-Time, up to 25 hours per week
PAY: \$10-11 per hour (based on experience)

The Holmen Area Community Center (HACC) sustains a welcome environment that connects all generations by promoting hospitality, respect for all, community pride, and holistic health. The HACC provides educational, social, recreational, and wellness programming that enriches the lives of all community members.

GENERAL JOB DESCRIPTION

The position of Welcome Desk Receptionist at the Holmen Area Community Center is designed to provide exceptional service and hospitality to all members, guests, and partners of the HACC and the Boys and Girls Club. This position also provides direct administrative support for all HACC functions.

MAJOR DUTIES AND RESPONSIBILITIES

- Provide front desk coverage at either the Boys and Girls Club/Community Center front desk, or the HACC welcome desk.
- Greet guests, direct visitors to proper areas of the building, and provide hospitality to community members.
- Answer phones, respond to questions and concerns, provide accurate information regarding the Holmen Area Community Center and Boys and Girls Club.
- Become proficient with HACC's SchedulesPlus online system: input events, manage registrations, provide other administrative support as needed.
- Assist individuals with the registration process for membership at the Holmen Area Community Center, and for HACC programs/events.
- Provide exceptional guest service
- Other duties as assigned

QUALIFICATIONS

Education:

- High School Diploma/GED (Preferred)

Experience:

- At least 1 year of Customer/Guest Service Experience (Required)
- Experience with clerical work: filing, web-based calendar organization, payment collection, etc. (Preferred)

Other:

- Familiarity with Holmen, WI and the surrounding area (Required)

KEY SKILLS

- Communication
- Computer Proficiency
- Customer Service
- Organization
- Time Management