



## Front Desk Representative

Carmel Swim Academy is looking for a pleasant Front Desk Representative to be responsible for receptionist and clerical duties at our main entrance. You will be the "face" of the company for all visitors, and will be responsible for making a positive first impression on our swimmers and families.

The ideal candidate will have a friendly and easygoing personality, while also being very perceptive and disciplined. You should be able to deal with complaints and give accurate information. A customer-oriented approach is essential.

The goal is to make all guests and visitors feel comfortable and valued while on our premises.

### Responsibilities

- Keep the desk tidy and presentable with all necessary materials
- Welcome everyone who walks through the front door
- Answer questions and address complaints to the best of your ability and knowledge.
  - If you cannot answer a question or address a complaint, get a supervisor or director to help you before the customer leaves
- Answer all incoming calls and redirect them or take down messages
- Keep updated records and files as needed
- Help register new and existing customers for any and all CSA programs
- Collect online payments for any and all registrations that take place at the front desk
- Complete cleaning checklists during shifts
- Take up other duties as assigned

### Requirements and Skills

- Proven experience as a front desk receptionist, agent, or relevant position
- Experience with computers and registration software
- Knowledge in using Microsoft Office (especially Excel and Word)
- Knowledge in using Google Docs
- Strong communication and people skills
- Good organizational and multitasking abilities
- Problem-solving skills
- Not easily frustrated or overwhelmed with large volumes of people
- Customer service orientation
- Must be 18 years or older
  - A background check will be done in order to complete the hiring process

A good Front Desk Representative has excellent communication skills to interact with customers, employees, and vendors daily. They also have expert interpersonal skills to collaborate and give/receive criticism well. Soft skills such as friendliness and likability will help them excel in the position.



## **Scheduling**

- This position's shifts are scheduled on a monthly basis.
- Employees are allowed to change their schedule, but must communicate with supervisor and/or directors to do so.
- Sub policies do take place should you not be able to make an assigned shift.

Compensation is determined by the experience and availability of the candidate.

The minimum starting rate is \$14/hour.

To apply, please contact CSA Aquatics Director Brittany Van Meter: [bvanmeter@carmelswimacademy.org](mailto:bvanmeter@carmelswimacademy.org).