



# Silver Bay YMCA

## Position: Front Desk Customer Service Associate Overnight Shift

**Position reports to:** Guest Services Director

**Classification:** Seasonal/Non-Exempt

**Mission:** The mission of Silver Bay YMCA is to offer all people opportunities to renew, refresh and nurture their spirit, mind and body.

**Vision:** The vision of Silver Bay YMCA is to be an outstanding family conference center that provides quality services in a historically rich setting and is recognized as a welcoming community that connects generations, develop leaders, creates world mindedness, and feeds the soul.

**General Function:** Welcome all guests in a friendly and professional manner. Provide excellent customer service to our guests who stay on or off campus, provide accurate information to our members and guests in regard to; activities, policies, and procedures during their stay on campus.

**Know How:** High school diploma or equivalent. Effective verbal and written communication skills, competence to meet, answer and receive incoming calls from the public in a courteous and efficient manner. Organizational skills/multi tasking is essential. Exhibits proficiency and fundamental knowledge of word and excel applications, accuracy in handling money and record keeping, have basic accounting knowledge, professional telephone answering and a basic knowledge of the surrounding area.

**Principle Activities:**

- Check Silver Bay guests in/out using hospitality software.
- Knowledge of Silver Bay rates, accommodations and activities.
- Provide accurate information to guests as needed.
- Learn current hospitality computer software.
- Perform duties per daily routine and shut down procedure list (copy attached).
- Responsible for maintaining and balancing a cash drawer at the end of their shift.
- Receive, record, and input membership, program, and in-house transactions into hospitality software.
- Provide support to the reservations and telephone operator when needed.
- Perform other duties as assigned by the Guest Service Director.
- Follow policies and procedures as noted in the employee handbook
- As a 24-hour operation all staff may be asked to work weekend, evening or night shift and/or holidays in order to serve our members, guests and program participants.
- Perform end of day process and tasks.
- Must be able to work overnight shift, 11pm – 7am.

**Dress Code:** All Guest Services staff are required to wear their badge; staff shirt; black or khaki: Shorts (at a least a 4 inch inseam), Pants, Capri's, or Skirts; sneakers or sandals with a heel strap, no flip flops or open toe shoes.

**Submit Applications to:** [kryan@silverbay.org](mailto:kryan@silverbay.org)

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P 518.543.8833 or 1.888.758.7229  
[www.silverbay.org](http://www.silverbay.org)