



# Silver Bay YMCA

## Position: Front Desk, Reservations Customer Service

**Position reports to:** Guest Services Director

**Classification:** Full-Time/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:** The Front Desk Reservations is primarily responsible for the overall operation of the front desk and reservations to include but is not limited to the following: welcome all guests in a friendly and professional manner. Provide excellent customer service to our guests who stay on or off campus, by providing accurate information to our members and guests in regard to; activities, and policy and procedure during their stay on campus. Reserve and manage the rooms available for guest use, provide accurate pricing, room availability and campus activity information to our guests as they inquire for reservations and general information.

- Know How:**
- High school diploma or equivalent.
  - Knowledge of or willing to learn the entire front desk operation.
  - 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.
  - Proficiency and fundamental knowledge of computer operation of Word and Excel applications.
  - Accuracy in handling money and record keeping.
  - Basic accounting knowledge.
  - Professional telephone answering.
  - Knowledge of the surrounding area or willingness to learn about the area.

- Principle Activities:**
- Reservations:**
- Responsible for booking and processing reservations accurately.
  - Responsible for asking for a deposit, applying the deposit to the reservation, and sending confirmation letters.
  - Provide accurate information regarding accommodation, program and activities on campus.
  - Learn current hospitality software.
  - Support the front desk when necessary.
  - Perform duties per daily routine and shut down procedure list as needed.



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### Principle Activities:

#### Front Desk:

- Check Silver Bay guests in/out using hospitality software.
- Knowledge of Silver Bay rates, accommodations and activities.
- Provide accurate information to guests as needed.
- Responsible for maintaining and balancing a cash drawer at the end of their shift.
- Receive, record, and input program, and in-house transactions into hospitality software.
- Provide support to the reservations and telephone operator when needed.
- 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 other duties as assigned by the Guest Service Director.

### Dress Code:

All Guest Services staff are required to wear their badge; staff shirt; blue, black, or khaki shorts (at least a 4 inch inseam), pants or skirts; sneakers or sandals with a heel strap, no flip flops.

### Submit Applications to:

[kryan@silverbay.org](mailto:kryan@silverbay.org)

87 Silver Bay Road, Silver Bay NY 12874  
P 518.543.8833 or 1.888.758.7229  
[www.silverbay.org](http://www.silverbay.org)