YWCA of Lubbock
Job Description
Guest Services Specialist

Department: Administration            FT/PT/Vol/Temp: FT or PT
Salary Grade:                    FLSA Status: Exempt
Reports To: Guest Service Coordinator

Job Summary
Provide guests with excellent customer service via friendly, professional, and knowledgeable exchanges in person, on the telephone, by e-mail, and in writing through tasks such as educating guests about YWCA’s programs and services, receiving payments, and following up with members and guests. Provide YWCA staff with clerical and communications support.

Essential Job Responsibilities
• Answer internal and external telephone calls, handling calls when able and appropriate, transferring calls to appropriate personnel, and/or taking and delivering messages when personnel is unavailable.
• Welcome on-site guests, handling their needs personally when able and appropriate or announcing visitors to appropriate personnel.
• Answer questions and provide thorough and accurate information about the organization, its programs, and its services.
• Process guest transactions—such as but not limited to new memberships, childcare needs, aquatics and fitness participation, facility rentals, and donations—using various software.
• Lead guests on tours of the facility when appropriate.
• Maintain accurate guest database and generate letters and e-mails from it.
• Perform office duties such as typing, mailing, filing, and collating materials when needed.
• Create memos, correspondence, reports, letters, e-mails, and other documents when necessary.
• Keep informational flyers and aquatics/fitness passes in stock.
• Maintain and assist users of fax and copy machines; send, retrieve, and route faxes; and photocopy materials upon request.
• Monitor and secure the building as necessary.
• Cash handling and daily cash drawer balancing.
• Perform related job duties as required.

Job Qualifications
• Learn and support the YWCA mission, vision, and policies to meet the goals of the organization without compromise, serving as a role model for the Lubbock community both in demeanor and in life-style habits.
• High school diploma or equivalent.
• Several months of related experience and/or training.
• Any appropriate combination of education and experience.
• Comfortable with computers and general knowledge of Microsoft Office Suite particularly; Word, Excel, Outlook, and Explorer.
• Operate standard office equipment including, but not limited to, multi-line telephone system, copy machines, calculators, and fax machines.
• Follow oral and written instructions well.
• Add, subtract, multiply, and divide accurately.
• Communicate effectively and professionally both verbally and in writing.
• Present self professionally in appearance and mannerism at all times.
• Flexibility to work irregular hours from time to time, including evenings or weekends.
• Infrequent travel: 0-10 days/year.
• Pass a criminal history background check and FBI fingerprint check.
• Ability to relate well with a variety of populations.

Physical Requirements
The physical demands described here are representative, though not comprehensive, 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.

• Regularly sit, stand, bend, crouch, walk, climb stairs, use hands and fingers, reach with hands and arms, feel, talk, hear, see, and work on a computer up to eight (8) hours a day.
• Regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Work Environment
The work environment characteristics described here are representative, though not comprehensive, of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.

• Noise level varies between quiet and loud.
• Pace varies between deliberate and fast.