

Job Overview

The Front Desk Manager is responsible for ensuring that the front desk operations of the company are running smoothly and efficiently. They oversee the work of the front desk staff, ensuring that all customer service interactions are handled with professionalism and efficiency.

This individual is responsible for the entire life cycle of a front desk staff member including onboarding, training, supporting, evaluating, and maintaining staff knowledge. They must become very familiar with the registration database that KEVA uses, not only regarding the use of the database for registration, but also in creating the programs that their staff will be accessing. This person must feel comfortable working with technology and have a desire to use technology continuously for the purpose of efficiency and productivity.

The front desk manager must create a staff schedule monthly and ensure that all shifts are covered appropriately. They must keep up to date on their staff's scheduling preferences and be proactive and clear about policies and expectations. This manager must always be looking at future days and weeks to ensure that they can be proactive in any scheduling difficulties.

Finally, this role takes on many of the administrative duties. A strong sense of organization and timeliness is required for success in this role.

Direct Supervisor: Operations Management Lead

Job Responsibilities

Management:

- Hire and maintain a full staff
- Train all new hires and perform regular knowledge check ins with current staff
- Work with the Assistant Customer Service Manager to ensure that all shifts are staffed
- Conduct regular performance reviews
- Monitor staff's productivity and assign tasks as needed
- Lead All-Staff meetings
- Ensure the completion of cleaning throughout the facility
- Monitor staff payroll
- Create budget for staff wages
- Update and maintain Front Desk information resources

Administration:

- Process refunds
- Update Gordon Fleisch
- Maintain adequate mailing supplies
- Lost and Found management
- Maintain phone system
- Incident report filing
- Maintain the first aid kit
- Uniform stock orders
- Order office supplies

Customer Service:

- Provide appropriate information for staff to be able to help customers effectively
- Follow up with customers who need further assistance
- Work with other department managers to help facilitate programs

Hours:

- Generally, 10-6 Monday-Friday when not performing shift coverage
- Eight hours of shift work required weekly to ensure manager is staying up to date on all policies and programs
- Night (until close) and weekend hours mandatory when training new hires
- FD Manager must ensure all shifts are covered, may need to personally fill shifts when necessary.

Qualifications

- High School Diploma required
- Bachelor's degree in a social sciences field preferred
- At least 5 years of experience in a customer service role
- Strong listening skills – knowledge of active listening and other communication skills a plus

- Must have proficient computer skills – must be able to frequently and consistently communicate via email, use the Google suite, navigate the registration database, and problem solve simple computer-based issues.
- Flexibility to work a variety of shifts, including evenings and weekends
- Ability to work effectively in a fast-paced environment and to manage multiple priorities simultaneously