



Job Title:	BASE Front Desk Agent	Job Category:	Part Time/Full Time
FLSA Status:	Non-Exempt/Hourly	Position Type:	Year Round
Reports To:	BASE Operations Manager	Supervises:	N/A
Start Date:	September		
Expected Schedule: (to be reviewed quarterly)	Flexible with scheduling and available to work operational hours of BASE, which may include days, evenings, and weekends.		
Responsibilities	<p>Including but not limited to:</p> <ul style="list-style-type: none"> Provide excellent member service Committed to selling BASE annual, seasonal, and day passes Establish and maintain good relationships with volunteers, staff, members, and program participants Stay up to date on community-wide events, happenings, programs and services Address member concerns immediately elevating any critical concerns to appropriate leader Support Program Manager and Program Coordinators Identify patrons in need, and refer them to the necessary behavioral health resources, programs and services Offer additional support to custodial staff and Fitness & Wellness Manager Assist with climbing wall giving auto belay assessments when needed Assist with BSCO events Perform other duties as assigned 		

POSITION SUMMARY

The BASE Front Desk Agent is responsible for delivering excellence in all community facing administrative and recreational endeavors, while also ensuring safety protocols for the building and its members are upheld. He/She is expected to support and direct visitors and community members in all recreational pursuits and provide excellent customer service. The Front Desk Agent is responsible for completing daily checklist, selling BASE passes, and providing support to BASE Action Coordinators, BASE Operations Manager and BASE Director.

ESSENTIAL JOB FUNCTIONS

- Assist members with the development of their experiences and engagement.
- Create a warm and welcoming environment for the Big Sky Community.
- Spend 90% of the time at the member service desk and in wellness areas.
- Follows polices, process, and best practices.
- Complete daily check list.
- Become well versed in the membership and program software.
- Complete incident reports as needed; submits to appropriate manager.
- Assume other duties deemed necessary by BASE Operations Manager.

EDUCATION AND EXPERIENCE



- Customer service experience preferred.
- Computer proficiency including email communication, knowledge of Microsoft Word, Excel, digital photo downloading and sharing, database management, and ability and willingness to learn other soft wear as needed.
- Strong communication skills
- Organizational abilities.

PHYSICAL REQUIREMENTS

- Must be able to work in a moderately noisy environment.
- Must be able to listen, hear and talk in the English language.
- This position is very active and requires employees to frequently stand during the workday or for long periods of time.
- Must be able to frequently lift a minimum of 50 pounds without assistance and occasionally lift up to 100 pounds with the assistance of another team member or mechanical assistance (such as a hand cart, etc.).

PERFERRED SKILLS AND BACKGROUND

- Ability to work independently with limited supervision in a field and office environment.
- Must possess excellent interpersonal and customer service skills.
- Ability to work with a team.
- Ability to work effectively and diplomatically with people of diverse interests and personalities.
- Have a valid driver’s license and good/ clean driving record
- Ability to keep neat and accurate records and reports with great attention to detail.
- Must pass a background check.

DISCLAIMER AND ACKNOWLEDGMENT

This job description is only a summary of typical functions and essential duties being performed by individuals assigned to this position. The actual duties, roles and responsibilities may differ slightly from this job description and is not intended to be an exhaustive list. In signing this form, I understand the position’s requirements and I acknowledge that I can perform these essential job functions satisfactorily, as outlined above.

Employee’s Signature		Date:	
Employee Name <i>(print)</i>			
Approved By:		Date:	
Last Updated By:		Date:	