



**Core Purpose:** Investing in the Next Generation

**Core Values:** Honesty, Caring, Responsibility, Respect

**Vision:** Helping to build strong people, strong families, strong communities

## Job Guideline

<b>Position:</b>	City Y Receptionist
<b>Department:</b>	Accommodation
<b>Based at:</b>	City YMCA, Hereford Street
<b>Reports to:</b>	Head Receptionists
<b>Works with (internal):</b>	Accommodation Management team Reception team and night porters Housekeeping team Senior Management team, particularly Youth Development Services and Health & Fitness Maintenance team Other YMCA staff
<b>Works with (external):</b>	Guests, members, programme participants and facility users Long-term residents, including students and young people Contractors and suppliers YMCA staff from Youth Development Services, Health & Fitness, Education, Wainui Park Accommodation agencies/brokers and tour operators Groups
<b>Hours:</b>	The YMCA is a 365/24/7 business; receptionists must be prepared to work shifts, including evenings, weekends and public holidays as required by the roster.
<b>Objective:</b>	<i>Making a difference by Investing in the Next Generation</i>
<b>Job Purpose:</b>	To provide exceptional, friendly, efficient, inclusive service to all external and internal customers of the YMCA at the City Y in a manner which reflects the YMCA core values.

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## YMCA Accommodation – Reception

The YMCA has an Accommodation department which runs a hotel/hostel standard accommodation facility in central Christchurch open to a wide range of guests, including family, community and school groups. In addition it offers long-term accommodation to tertiary students and to other young people. Conference and function facilities are also provided.

City Y reception caters not only to the Accommodation arm of the organisation but also to a variety of others such as Health & Fitness and Holiday Programmes.

The YMCA Accommodation department is a social enterprise expected to generate income to support other YMCA programmes and services.

## Key Tasks

- Accommodation reception tasks (check in, check out, invoicing)
- Balance the tills at the end of the shift
- Sales – gym memberships, holiday programmes, accommodation, recreation
- Answer the phone and deal with enquiries related to reception duties, or forward to appropriate other staff member
- Serve customers – gym members, guests, participants in programmes, Y staff
- Listen to and record customer complaints, questions or concerns – provide immediate resolution wherever possible
- General reception administration – maintaining brochure racks, forms, photocopier machines, concession cards etc as time allows
- Report all issues as soon as possible for resolution and/or quality improvement – particularly when the issue revolves around a policy or procedure.
- Communication – verbal and written, responding to guests' requests

## Personal Attributes

- Warm welcoming, friendly personality
- Witty and engaging
- Positive attitude
- Calm in the face of chaos
- Quick thinker
- Sense of humour
- Team player
- Compassionate and open minded
- Using good judgment within the Y core values
- Well presented – wearing assigned uniform and a name badge

## Key Competencies

- Excellent communication skills
- Attention to detail
- Problem solver
- Good numeracy and literacy skills
- Understanding of the YMCA programmes and services
- Professionalism
- Computer literate – ability to work with different databases and booking systems

## Other

- Clean police record required
- Availability to work specific evening and weekend shifts as negotiated
- First Aid certificate

## **Job Pathways**

Sideways: Reception roles in other YMCA departments

Outwards: Co-ordination roles (Youth Development), Administration roles in other areas

Upwards: Head Receptionist/Team Leader roles

## **YMCA Statement on Career Development**

The YMCA Christchurch tries wherever possible to allow staff to develop their skills in a planned way which allows them to progress to other roles if they aspire to.

This could be within the department they work or more broadly to other YMCA departments or other Ys around New Zealand/the world. Performance reviews which include planning personal development occur at least once a year, but should be an ongoing conversation between staff and their direct report. Leadership development programme for those in leadership roles or with leadership potential is available via application to the CEO, upon invitation.