



Job description:

Front Desk Supervisor

General Information:

- Department: Front Desk
- Reports to: Director of Retreats & Operations
- Category: Salaried, non-exempt
- Description current as of: October 2021

Essential Role: To lead a productive, engaging front desk team focused on exceptional customer service and excellent business practices.

Main Responsibilities:

- Assure the front office provides outstanding service to conference guests, retreat guests and staff.
- Oversee the day-to-day work and schedules of front desk staff and assigned volunteers.
- Interview, recommend for hiring, and train front desk clerks and receptionist.
- Coordinate and train volunteers assigned to the front office.
- Maintain the integrity of the guest database/reservation system.
- Assure the accurate completion and distribution of necessary reports.
- Reconcile daily petty cash, income, and transfers to the finance office.
- Provide leadership in the development, implementation and documentation of front office policies, procedures, and vision.

Secondary Responsibilities:

- Process income from payments, offerings, tips, and other sources.
- Have a working knowledge of the CBCC bookstore.
- Serve as the Department Evacuation Coordinator (DEC) in the event of a tsunami evacuation.
- Other duties as assigned.

Qualifications/Skills Required:

- A Christian in agreement with CBCC's statement of faith.
- A growing personal relationship with Jesus Christ and a consistent Christian testimony.
- Proven supervisory and customer service skills.
- Excellent administrative abilities.
- Strong computer skills as well as proficiency with Windows and MS Office.
- Excellent math skills.
- Bachelor's degree or equivalent work experience.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other duties as needed to meet the ongoing needs of the organization.



Physical Demands:

Sit	2 Consecutive hours	6-8 Total hours per day		
Stand/Walk	1-2 Consecutive hours	2-4 Total hours per day		
Employee may alternate between sit/stand as needed.				
<input type="checkbox"/> Only uses left hand/arm <input type="checkbox"/> Only uses right hand/arm <input checked="" type="checkbox"/> Uses both hands/arms				
	None or N/A*	Occasionally*	Frequently*	Continuously*
Hand/Wrist Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Manipulation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach Above Shoulder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend/Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb/stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying 1-10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying 11-20 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying 21-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying over 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distance objects are carried:	50 yards			
*Key				
Occasionally	Frequently		Continuously	
3 hours or less 1-33% of day 20 x per hour or less 60 x per day or less	3-6 hours 34-66% of day 20-120 x per hour 60-720 x per day		6-8 hours 67-100% of day More than 120 x per hour More than 720 x per day	

Employee signature _____ Date _____

Supervisor or HR signature _____ Date _____