

**Title:** Front Desk Attendant I  
**Program:** The Salvation Army Ray and Joan Kroc Corps Community Center Coeur d'Alene  
**Dept. Head:** Director of Business and Operations  
**Reports to:** Membership Services Manager  
**Status:** Non-exempt  
**Salary:** DOE

**The Salvation Army Mission Statement:**

The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

**Position Summary:**

The Front Desk Attendant I is responsible for creating exceptional customer service experiences. Responsibilities include verifying memberships through POS system, providing information and answering questions about available programs.

**Duties and Responsibilities:**

- Provide great customer service to the community; see that all customers, clients and members are given prompt and courteous service.
- Check in customers in a friendly, caring, inviting manner.
- Must be able to handle cash, make change and operate the POS system. Will wait on customers, clients and members according to established procedures.
- Receive and handle incoming telephone calls, visitors and emails in a friendly and businesslike manner. Direct calls to appropriate program/staff in a timely manner.
- Maintain progressive knowledge of all programs and facilities.
- Be responsible for maintaining the orderliness and cleanliness of the POS stations and kiosks. Keep sales area clean and neatly arranged at all times.
- Adhere to RJKCCC operations as well as all policy procedures as adopted by Administration.
- Observe all safety rules and regulations.
- Attend staff meetings as assigned.
- Provide referral information to meet individual and family needs.
- Maintain confidentiality.
- Other duties as assigned.

**General Qualifications and Proficiencies:**

- High school diploma or GED equivalency.
- Previous cashier and/or customer service experience helpful.
- Computer software application experience helpful. Ability to use new software programs with basic training.
- Ability to communicate effectively with clientele and staff.
- Demonstrate the ability to relate positively and energetically with staff, clients, members and customers.

- Must have the ability to maintain a non-judgmental attitude in working with customers, clients, members and staff.
- Must be able to work independently, with minimal supervision.
- Must have command of the English language and possess excellent verbal and written communication skills.
- Thrive in a team-oriented environment. Be a team player.
- Ability to work in a fast-paced environment and maintain poise under pressure.
- Excellent telephone skills.
- Proficient typing skills.
- Ability to empathize and communicate with low-income and vulnerable people.
- Knowledge of Salvation Army policies and procedures helpful.

**Physical Requirements:**

- Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or continuous basis.
- Ability to grasp, push, pull objects such as files, file cabinet drawers and reach overhead.
- Ability to operate telephone.
- Ability to operate a desktop computer.
- Ability to lift up to 40 lbs.

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment in order to meet the physical requirements of the position. The Salvation Army will attempt to satisfy requests as long as the accommodation needed is reasonable and no undue hardship would result.

**Special Comments:**

I understand that as an employee I represent The Salvation Army and agree to respect and work within its Christian tenets.

I understand that I will be covered by Workman’s Compensation Insurance while on the job and agree to cooperate in properly reporting all work-related injuries or accidents to my supervisor immediately.

I further understand that The Salvation Army does not participate in unemployment compensation insurance, and I will not accrue unemployment benefits while working for The Salvation Army.

**By signing this document, I agree that I am able and willing to perform this job as described.**

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor’s Signature

\_\_\_\_\_  
Date