Meridian Service Metropolitan District
Job Description

Job Title: Front Desk Associate
Reports To: Recreation Administrative Manager
FLSA Status: Non-exempt
ACA Status (PT or FT): PT
Salary Range: $15.55 - $16.50 per hour

Summary: The Front Desk Associate is responsible for greeting and assisting residents and patrons; performs reception and concierge services related to the District's fitness, recreation, and sports programs. This position plays a key role in providing a positive first impression for residents and patrons and ensuring that they feel welcome and valued at the Rec Center.

Duties and Responsibilities

- Serves as a warm, professional, and welcoming first point of contact for all visitors, clients, and staff.
- Answer phones and direct inquiries with a positive and helpful attitude, ensuring prompt and courteous communication.
- Provides reception and concierge service experience for current and potential residents of Meridian Ranch.
- Creates, updates, and maintains resident information in the resident management software program.
- Registers residents and guests for fee-based programs and facility rentals.
- Checks residents in to the recreation center, responding to resident questions and concerns, answering the telephone and providing accurate information, and opening and closing the building for daily operations.
- Coordinates with the Meridian Ranch Developer to provide community information to residents and potential residents.
- Conducts tours of the Recreation Center to potential residents and guests.
- Answers questions about programs and services provided by the Meridian Service Metropolitan District.
- Maintains cleanliness and organization of the front desk reception area.
- Prepares and submits work orders and communicates any issues with the appropriate manager.
- Other duties as assigned

Required Skills and Abilities

- Excellent verbal and written communication skills
- Excellent organizational skills and attention to detail.
- Exceptional customer service skills
- Friendly and positive demeanor
- Proficient in computer literacy; ability to learn and utilize multiple software programs.

Physical Demands

- Ability to sit for long periods of time
- Must be able to see, talk and hear effectively
- Must be able to lift 50 lbs.

Work Environment

- Moderate noise levels
- Indoor work environment

Education/Experience

- None required

Equal Opportunity: Meridian Service Metropolitan District is an equal opportunity employer and is committed to fostering an inclusive and diverse workplace. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other protected characteristic as outlined by federal, state, or local laws. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. We encourage individuals from all backgrounds to apply and join our team.