



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## Support Service Receptionist – Holtsville, NY

---

### POSITION SUMMARY:

The Support Service Receptionist assists and supports the YMCA Family Services by welcoming and greeting patients and visitors, in person or on the telephone; answering or referring inquiries, processing payments and entering data and providing clerical support to the branch.

### ESSENTIAL FUNCTIONS:

1. Greet and assist patients by checking them in for appointments, taking copays, and writing receipts.
2. Answer telephone, screen and direct calls.
3. Maintain attendance records and fees collected.
4. Clerical duties as assigned including but not limited to filing, copying, and ordering office supplies as needed.
5. Follows all procedures and assists in opening up the office at the beginning of the day.
6. Follows all YMCA policies, rules, regulations and procedures, including emergency and safety procedures.
7. Other duties as assigned.

### QUALIFICATIONS:

1. Excellent customer service skills and strong interpersonal skills, with the ability to relate effectively to diverse groups of people from all social and economic segments of the community.
2. Clear and accurate written and verbal communication skills.
3. Must be able to handle sensitive information with proven professionalism, exercising a high degree of confidentiality.
4. Detail oriented and excellent organizational skills: accuracy is essential.
5. Ability to multitask and work in a fast paced, highly flexible and rapidly changing work environment.
6. Ability to navigate, create and edit documents in Microsoft Office.

### PHYSICAL REQUIREMENTS:

1. Ability to remain stationary for long periods of time.
2. Ability to move about the office to access packages, files, materials, machinery etc.
3. Ability to maintain detect movement, issues, and changes in atmosphere in the waiting room.
4. Ability to move equipment, packages, files, office materials etc, weighing up to 20 pounds.
5. Ability to frequently communicate in a professional, concise, informative and adequate manner during difficult situations.
6. Ability to view/enter data for long periods of time.

### HOW TO APPLY:

For consideration please email a resume and a cover letter to [veronica.young@ymcali.org](mailto:veronica.young@ymcali.org).