

# YWCA Oahu

## Job Title: Front Desk Manager

Employment Type: Full-Time

FLSA Status: Exempt

Department:

Reports To: CFO

## Job Summary

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The Front Desk Manager is responsible for overseeing the daily front desk and lobby operations at the YWCA O'ahu Laniākea campus. This position serves as the primary point of contact for members, tenants, guests, vendors, volunteers, and visitors entering the building and plays an important role in maintaining a welcoming, professional, safe, and hospitality-focused environment.

The Front Desk Manager is responsible for monitoring and managing the main lobby and front desk area, supporting day-to-day Laniākea operations, assisting with facility coordination, maintaining positive tenant relations, supporting building security awareness, and ensuring excellent customer service and hospitality standards throughout the facility.

This role works closely with Operations, Facilities, Programs, Events, Security, and Tenants to support the smooth daily operation of the campus.

## Essential Duties

- Front Desk & Lobby Operations:

- Oversees daily front desk and lobby operations at the Laniākea campus.
- Serves as the primary point of contact for all members, tenants, guests, vendors, volunteers, and visitors entering the building.
- Maintains active presence at the front desk and monitors lobby activity throughout the day.
- Provides a welcoming, professional, and hospitality-driven environment for all guests and building users.
- Assists visitors with wayfinding, general information, facility access, and customer inquiries.
- Answers phones, responds to emails, and assists with front desk communications.
- Maintains cleanliness, organization, and professionalism of the front desk and lobby areas.
- Helps ensure adherence to front desk procedures, visitor protocols, and customer service standards.

- Laniākea Operations & Facilities Coordination:

- Supports day-to-day operations of the Laniākea campus.
- Works closely with Facilities and Operations staff to communicate and monitor facility-related needs or concerns.
- Assists in monitoring public areas, meeting spaces, entryways, parking areas, and shared spaces for cleanliness, safety, and operational readiness.
- Coordinates communication regarding facility issues, janitorial needs, maintenance concerns, or

operational disruptions.

- Assists with operational support for meetings, programs, events, and room usage as needed.

- Tenant Relations:

- Serves as a day-to-day front-facing liaison for tenants and shared-use partners within the building.

- Helps maintain positive relationships with tenants by responding to routine operational questions and concerns.

- Communicates building notices, operational updates, access information, and facility procedures as directed.

- Escalates larger tenant or facility concerns to Operations leadership when necessary.

- Security & Safety Monitoring:

- Monitors front entry activity and supports building safety and security awareness from the front desk and lobby area.

- Observes and reports unusual activity, safety concerns, or operational issues to appropriate staff or emergency personnel when necessary.

- Supports opening and closing procedures as assigned.

- Assists with emergency response communication and incident reporting when needed.

- Helps ensure that public entryways and lobby spaces remain safe, secure, and professionally maintained.

- Customer Service & Hospitality:

- Delivers exceptional customer service to all individuals interacting with the organization.

- Handles guest concerns, complaints, or difficult situations professionally and calmly.

- Promotes a positive and welcoming experience aligned with the mission and values of YWCA O'ahu.

- Maintains knowledge of YWCA O'ahu programs, services, memberships, events, and campus resources.

- Administrative Support:

- Maintains accurate records related to visitors, memberships, customer interactions, incidents, and operational activities.

- Assists with data entry, reports, deposits, and administrative support functions as assigned.

- Supports continuous improvement efforts related to customer service, lobby operations, and hospitality standards.

- Performs additional duties as assigned in support of YWCA O'ahu operations.

- Creates, implements, and manages Operational Policies in Sweet Process

## **Supervisory Responsibilities**

Directly supervises 1 non-supervisory employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## **Education**

Minimum of 2–3 years of experience in customer service, hospitality, front desk operations, office coordination, facilities support, or related field preferred.

Experience working in nonprofit, hospitality, membership, or community-focused environments preferred.

## **Behavioral Characteristics**

- Strong customer service and hospitality skills.
- Ability to remain calm and professional in fast-paced or challenging situations

## **Language Skills**

- Professional verbal and written communication abilities.

## **Reasoning Ability**

- Strong organizational and multitasking skills.
- Ability to work independently and manage front desk operations with minimal supervision.
- Strong interpersonal skills and ability to work with diverse populations.
- Awareness of facility safety and security practices preferred.

## **Computer Skills**

- Microsoft Office Suite (Word, Excel, Outlook)
- Membership and scheduling software systems
- General office and database systems

## **Certification and Licensing**

- First Aid and CPR/AED Certification required
- Basic OSHA 10 training Preferred
- Valid Driver's License preferred

## **Physical Demands**

The physical demands described here are representative of those that must be met by an

employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- regularly required to talk or hear.
- frequently required to stand.
- occasionally exposed to walk; sit; use hands to finger, handle or feel; reach with hands and arms.

The employee must:

- frequently lift and/or move up to 25 pounds.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- occasionally exposed to wet or humid conditions; fumes or airborne particles; outdoor weather conditions.

The noise level in the work environment is moderate noise.