



POSITION DESCRIPTION

TITLE: Front Desk Receptionist

PERFORMANCE

PROFILE SOURCE: Youth Development Professional

DEPARTMENT: Programs

REPORTS TO: Chief Operating Officer

FLSA STATUS: Part-Time 15-20 hours

WORK SCHEDULE: Generally scheduled from 9am-1pm or 1pm-6pm.

PRIMARY FUNCTION:

The Front Desk Receptionist is responsible for providing the highest quality of service to members, parents, volunteers and the community. He/She manages the front desk operations including membership enrollment, tracking member attendance, collection and processing of fees, and providing information to parents.

KEY ROLES AND RESPONSIBILITIES: (not all inclusive)

- Cordially greet and assist all members, parents, volunteers, staff and community members who enter the building
- Create a positive and friendly environment where everyone feels welcome
- Complete membership registrations, including entering members' information into the Member Tracking system and printing of cards when necessary
- Greet members warmly as they arrive; enter member attendance each day
- Ensure phones are answered at all times, transferring calls and/or taking and delivering messages when necessary; check messages regularly and return calls as soon as possible, preferably same day
- Collect and record all fee payments
- Promote member enrollment; ensure Member database is updated and complete
- Provide attendance and other member-related data to administration as requested
- Communicate with members and parents on a regular basis, including providing information about upcoming events, programs, etc.
- Attend staff meetings as scheduled
- Other duties as assigned

SKILLS/KNOWLEDGE REQUIRED:

- Youth Development experience
- Ability to work and communicate effectively with staff, parents, and the community
- Ability to deal effectively with safety concerns and threats

