

# GREAT FUTURES START **HERE.**



**BOYS & GIRLS CLUBS**  
OF MUNCIE

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**TITLE:** Front Desk Specialist  
**PROFILE SOURCE:** Management Professional  
**DEPARTMENT:** Administration  
**REPORTS TO:** Director of Operations  
**FLSA STATUS:** Part Time, 25 Hours

## **PRIMARY FUNCTION:**

The Front Desk Specialist is responsible for the reception area of the Club, and will serve as the first impression to members, parents and visitors. This includes the greeting of all guests, answering phone calls and assisting with any questions regarding the Club and Club programming. This position is also responsible for collecting payment, enforcing payment policies and tracking attendance and other information. Other duties, including but not limited to filing, assisting with special events and bringing kids to their parent's cars upon arrival. Must be cooperative, friendly and create a safe environment. Also, should abide by and support the Club mission, to enable all young people to reach their full potential as caring, productive and responsible citizens.

## **KEY ROLES (Essential Job Responsibilities):**

### **Duties**

- Greet visitors and point them in the right direction, answer inquiries, and create a welcoming environment
- Screen phone calls, redirect calls, and take messages
- Bring kids to parents cars upon arrival
- Keep front desk area clean at all times
- Keep Club calendars updated at the front desk so parents can see upcoming events and club closings

### **Health & Safety**

1. Ensure a healthy and safe environment, supervising members in program area.
2. Manage facilities and ensure a productive work environment, maintaining an inventory of all program equipment and supplies in good order.

### **Knowledge**

- Demonstrated knowledge of customer service, working with children and office management
- Ability to organize, accomplish tasks efficiently and timely and to take the initiative to perform other tasks needed
- Knowledge of basic office equipment (computers, copy machines, etc) required
- Knowledge of Quickbooks preferred

## **ADDITIONAL RESPONSIBILITIES:**

### **PHYSICAL REQUIREMENTS:**

- Ability to sit for long periods of time
- Able to handle a variety of repetitive tasks, with interruptions

