

GREAT FUTURES START **HERE.**



BOYS & GIRLS CLUBS
OF MUNCIE

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 parents 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

RELATIONSHIPS:

Internal: Maintain close, daily contact with Club staff (professional and volunteer), Club members, and manage relationships established with donors, board members, etc.

External: Maintain contact with external community groups, schools, members' parents and others to assist in resolving problems.

MINIMUM QUALIFICATIONS:

- High school diploma or higher
- Demonstrated ability to work with program team, at risk youth, parents, and community leaders
- Strong management and organizational skills
- Ability to work independently with limited supervision
- Demonstrated experience in organization planning, program development, project management and supervision based on the developmental needs of young people
- Commitment to role model and promote a lifestyle of health, wellness and fitness

PREFERRED QUALIFICATIONS:

- General knowledge of and experience working with at-risk populations
- Bachelor's Degree from an accredited College or University

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Please evaluate and describe any physical skills, abilities or working conditions required to perform the essential duties of this position, as required by the Americans with Disabilities Act.

The following statements regularly apply to the position:

- Employee is required to possess a valid driver's license and is occasionally required to transport members in a company vehicle
- Occasionally required to travel to other Boys & Girls Club units & sites within the community using personal motor vehicle
- To accomplish the position functions, individual is required to work:
 - Irregular hours - Occasionally
 - Afternoons/Evenings - Regularly
 - Weekends - Occasionally

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.

Signed by: _____

Incumbent

Date

Approved by: _____

Supervisor

Date

Reviewed by: _____

Chief Executive Officer

Date