



JOB DESCRIPTION

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| Job Title: | Pine/Springfield/Westville Front Desk Clerk |
| Reports To: | Site Leader |
| FLSA Status: | Non-exempt (part-time) |
| Approved Date: | Revised 7.24.21 |

PRIMARY FUNCTION:

Provides Club members and their families with a safe, welcoming and organized registration and check-in/check-out experience. Ensures compliance with all registration, check-in/check-out and safety procedures. Abides by and supports the Club mission to inspire and enable all young people to reach their full potential as caring, productive and responsible citizens.

KEY ROLES (Essential Job Responsibilities):

1. Operates and manages the front desk
2. Maintains the upkeep, safety, security and appearance of the front desk, lobby and surrounding hallways.
3. Promotes and provides accurate information regarding Club programs; disperses paperwork/updates to families regarding upcoming events and activities as needed.
4. Maintains order during the check-in/check-out process and in the lobby area. Provides guidance and role modeling to Club members.
5. Monitors/tracks all visitors and participants, permitting building access only as allowed pursuant to enhanced COVID-19 safety protocols.
6. Maintains necessary documents and files in a neat and orderly fashion.
7. Answers phone calls and provides information and/or transfers calls to appropriate staff.
8. Provides consistently high quality customer service to parents, Club members, volunteers, contractors, vendors and partners.
9. Ensures all safety and cleaning/sanitizing protocols are followed during check-in/check-out, including COVID-19 related precautions.
10. Ensures a productive work environment by participating in scheduled staff trainings and meetings.
11. Promptly relays information regarding issues and concerns to leadership staff.

ADDITIONAL RESPONSIBILITIES:

- Assists with daily cleaning/sanitizing tasks pursuant to Club, state, local and national requirements.
- Assumes other duties as assigned.

RELATIONSHIPS:

Internal: Maintains close, daily contact with Club staff (professional and volunteer), Club members, and supervisor to receive/provide information, discuss issues, explain guidelines/ instructions, instruct and advise/counsel.

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

SKILLS/KNOWLEDGE REQUIRED:

- High School diploma or GED equivalency preferred.
- Relevant work experience in a Boys & Girls Club or similar organization planning and supervising activities based on the developmental needs of young people preferred.
- Ability to work with youth and families.
- Ability to work scheduled Club hours daily.

