



## JOB DESCRIPTION

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**Job Title:** Front Desk Clerk  
**Reports To:** Site Leader  
**FLSA Status:** Non-exempt (Part-time)  
**Approved Date:** 8/10/22

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### **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's 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 and lobby.
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. Accurately monitors/tracks all visitors and participants, permitting building access only as allowed pursuant to BGCLPC 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 any applicable 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/guardians and others as necessary to resolve issues and ensure program success.

### **SKILLS/KNOWLEDGE REQUIRED:**

- High School diploma or GED equivalency preferred.
- Relevant work experience in a Boys & Girls Club or similar organization preferred.
- Ability to work scheduled Club hours daily.
- Ability to work effectively with children, family members, Club staff, organizations, community groups and the general public.

- Ability to motivate youth and manage behavior problems.
- Ability to organize and supervise members in a safe environment.
- Ability to obtain CPR and First Aid Certifications.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

**Physical Requirements:** Demonstrated ability to: maintain a high energy level. Be comfortable performing multifaceted projects in conjunction with day-to-day services. May require being active for long periods of time; must be able to function under fast paced and noisy conditions; hear and understand speech at normal levels; speak in audible tones so that others may understand clearly; physical agility to push, pull, lift and or carry up to 50 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; duties are normally performed at one of the Boys & Girls Clubs of La Porte County Club sites. The noise level in the work environment is usually moderate to loud.

**Boys & Girls Clubs of La Porte County is an equal opportunity employer and does not discriminate in the recruitment, employment, promotion or transfer of qualified personnel, or in the administration of personnel practices, on the basis of any characteristic that is protected by state or federal law.**

**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.

**I have reviewed this job description and I understand the job requirements and responsibilities.**

**Signed by:** \_\_\_\_\_  
(Employee) (Date)

**Approved by:** \_\_\_\_\_  
(Chief Executive Officer) (Date)