

The Boys & Girls Club of Brookings

Job Description

TITLE: Front Desk Receptionist

REPORTS TO: Membership Coordinator

CLASSIFIED: Non-Exempt

JOB SUMMARY: The Front Desk Receptionist performs highly-responsible clerical work of a confidential nature in a fast paced environment while responding to the needs of members and parents. Under the supervision of the Membership Coordinator, this person will greet clients or callers, ascertain their wants, relaying information or directing them accordingly, with continuous awareness of maintaining agency image. The receptionist will be very attentive to the parents' concerns and will be responsible for managing the computer program used to check in and out members. This person must have the ability to multitask performing duties such as answering the phone, using the paging system, answering parent questions, and managing the computer system, all while projecting a positive image of the organization.

MAJOR RESPONSIBILITIES:

1. Greets and directs visitors and telephone callers with a friendly attitude, relaying information on programs as appropriate.
2. Remains knowledgeable of current organization programs and procedures.
3. Sells yearly and daily memberships to members and visitors.
4. Records monies received for lunches, membership dues, membership cards, lanyards, summer fees, and day passes in receipt book and is accountable for ensuring that all monies received each day correlate directly with all receipts written for the day.
5. Performs clerical functions as assigned by Unit Director, Business Director, Executive Director, Director of Development or Director of Operations, such as preparing membership cards, assisting in the preparation of tasks involved with bulk mailings, and printing, labeling, and mailing birthday postcards on a monthly basis.
6. Accurately records all facility attendance and ensures all members are accounted for on a daily basis.
7. Updates member data daily if needed in both the member tracking software and in the members' paper files.
8. Responsible for the entire membership process and for the software system used to track members.
9. Communicates with Unit Director regarding youth issues.
10. Ensures discipline reports and accident reports are recorded daily and copies are given to parents or guardians and original copy to be placed in member's file.
11. Track the number of accident and incident reports, teachable moments, and Be Great Champ Cards written each day.
12. Change information on front dry erase board daily, at the end of their shift.
13. Attend monthly All-staff meetings as well as meetings set by Unit Director.
14. Discard lost and found on the 15th of every month.
15. Responsible for end of day procedures involved with closing the building for the day, including ensuring all doors are locked, all lights are turned off, all cards remaining are hung up, all lockers are cleaned out, the lost and found looks presentable, and the building in general looks presentable.

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16. Responsible for the appearance of the front desk area including ensuring the windows are clean, all signs are in good condition, all white boards have up to date information, and the parent table looks presentable.
17. Ensures that there are an ample amount of forms at the front desk, including membership forms, checkmarks, accident reports, guidance reports, and donor forms.
18. All other duties as assigned by supervisor.

SKILLS/KNOWLEDGE REQUIRED:

1. High School Diploma or the equivalent
2. Post High School training in typing, technology, and customer service or experience in lieu of training
3. Effective communication skills
4. Ability to multi-task
5. High organizational skills

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

Signature

Date