



POSITION DESCRIPTION

TITLE:	Front Desk Support Staff
DEPARTMENT:	Membership
REPORTS TO:	Membership Coordinator
STARTING HOURLY WAGE:	\$9-\$10/hr without benefits
STATUS:	Part-time - (variable with a maximum 20-30 hrs/wk)
HOURS:	Varied within Club operation hours: Mon.-Fri. 6:30am-12pm (June-August) Mon.-Fri. 2:30pm-6:30pm (September-May)

POSITION DESCRIPTION

The Front Desk Support Staff is responsible for the reception area (Front Desk) at Club. Responsibilities include greeting of all guests, answering phone calls, assisting guests with questions regarding Boys & Girls Club of Door County services while maintaining a safe environment for guests, staff and members. The majority of time will be spent checking members in and out, doing data entry and other administrative duties.

RESPONSIBILITIES

- Be on time for your shift.
- Acknowledge and greet everyone who enters and leaves the clubs facilities.
- Assist in checking members/volunteers in and out of the Club at the front desk.
- Answer the phone promptly and use the guest's name throughout the conversation.
- Handle guests' questions and concerns professionally and courteously.
- Provide accurate, appropriate and immediate responses to all requests by guests, ensuring complete guest satisfaction.
- Maintain a clean; safe, fully stocked and well organized work area.
- Develop ability to work without constant direct supervision and remain at assigned post for extended periods of time.
- Update and maintain member pick-up lists as needed.
- Accept payments for Club fees.
- Maintain a positive attitude and contribute toward a quality work environment.
- Regularly attend, participate in and support training and staff meetings for Club.
- Manage paperwork intake for processing by the Membership Coordinator.
- Create and maintain membership cards and volunteer badges.
- Ensure that members are being picked-up by someone on their authorized list.
- Communicate Club events or changes to the schedule with parents.

- Ensure a healthy and safe environment.
- Other related duties as specified by the Membership Coordinator.

CORE PERFORMANCE CATEGORIES

- Check members in and out while providing excellent customer service and ensuring the safety of members and guests.
- Answer phone and guest questions. Ensure that parents and guests are informed on any upcoming Club services, programs or special events.
- Effectively collect member paperwork and fees, ensuring timely delivery to the Membership Coordinator.

RELATIONSHIPS

Internal: Maintains close, daily contact with Club professional staff to interpret and explain organizational mission, program objectives and standards, discuss issues, and provide/receive information. Supervise the Club's front desk area, while maintaining a safe environment for guests and members.

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

SKILLS/KNOWLEDGE REQUIRED

- Must be detailed-oriented and have the ability to multitask.
- Ability to be efficient and productive in a fast-paced environment.
- Must have enthusiasm and possess excellent customer service skills.
- Must possess basic math and money handling skills.
- Enjoy working with children and adults, possess a friendly and outgoing personality.
- Excellent communication, listening and computer skills.
- Must be a team player.
- Experience in customer service and working with children.
- Ability to creatively problem solve.
- Ability to deal with the general public.
- Ability to organize and supervise members in a safe environment.
- Ability to work with youth and families from a variety of backgrounds.
- Flexibility to work during the hours of operation; especially as seasons and service needs change.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

Must be able to function under fast paced and noisy conditions; may require being active for long periods of time; 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 Boys & Girls Club of Door County. The noise level in the work environment is usually moderately loud.

DISCLAIMER

The job description in no way states or implies these are the only duties to be performed by the Front Desk Support Staff. As necessary, the staff will be required to follow any other instructions and to perform any other related duties as assigned by the Membership Coordinator. Boys & Girls Club of Door County reserves the right to update, revise or change this job description and related duties at any time.