



Position: Front Desk Staff (Part-Time)

Supervisors: Clubhouse Director, Program Coordinators

Department: Core Staff

Hours: Monday-Friday, 3:00-7:00 p.m.

Salary/Rate: \$10.00 per hour

Location: Front Desk Staff will be assigned to one Clubhouse but may be asked to cover at other Clubhouse locations when necessary.

General Function: The Front Desk Staff is responsible for the reception area, greeting Club members and visitors, tracking attendance in the membership database, answering phone calls, and providing valuable information about Boys & Girls Club services.

Expectations:

Front Desk Management

- Acknowledge everyone who enters and leaves the Clubhouse
- Scan members in and out, register members, and renew memberships
- Utilize the membership database to track attendance and participation
- Handle guests' questions and concerns professionally and courteously

Youth Development

- Be a responsible and positive adult role model
- Engage Club members with a high level of enthusiasm and energy
- Greet Club members by name

Safety & Supervision

- Set clear boundaries for Club members by enforcing Club rules and policies
- Continually monitor and supervise the safety and behavior of all Club members in the Front Desk area
- Maintain a clean, organized, and safe work environment

Professionalism

- Accurately track program attendance and outcomes
- Complete assigned tasks on time with minimal supervision
- Attend and make a positive contribution to team meetings and staff trainings
- Report concerns relating to Club members, families, staff, or facilities to the Clubhouse Director

Qualifications:

- High School Diploma or GED
- Experience in customer service experience (computers, software, phone, and data management) required
- Experience in youth development, education, or recreation (coaching) preferred
- Familiarity with the diverse population that the Boys & Girls Club of Lancaster serves



Skills:

- Ability to communicate effectively with families, staff, volunteers, and Club supporters
- Ability to adjust to a fast pace of work, think on your feet, and use common sense
- Ability to manage a group of kids with distractions/interruptions
- Ability to resolve conflict and manage behavior
- Ability to work independently and in a team-oriented environment

Physical Requirements/Work Environment:

- Ability to watch and listen to youth activities
- Ability to move easily across a variety of indoor and outdoor surfaces
- Ability to bend and lift up to 25 pounds

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. Other duties assigned as needed.

This position is contingent on approval of ongoing funding and grants to be renewed at the end of the funding cycle.

Employee Name (printed): _____

Employee Signature: _____

Date: _____

Date Reviewed with Supervisor: _____

Employee Initials: _____ **Supervisor Initials:** _____