



BOYS & GIRLS CLUB
OF DOUGLAS

Front Desk Clerk

DEPARTMENT: Program
REPORTS TO: Unit Director
FLSA: (x) Part-Time () Full-Time () Exempt (X) Non-Exempt

Primary Function:

The Boys and Girls Club of Douglas Front Desk Clerk is responsible for the reception area (Front Desk) at the club. Includes the greeting of all guests, answering phone calls, assisting guests with questions regarding the Boys & Girls Club services, and receiving monies for membership accounts.

Duties and Responsibilities:

- Be on time for your shift.
- Accurately enter members into the computer system with skill and proficiency. Acknowledge and greet everyone who enters and leaves the clubs facilities.
- Provide detailed descriptions of Boys & Girls Club, packages, services, facility features and hours of operations.
- Collect and document monies received on members account
- Answer the phone promptly and use the guest's name throughout the conversation. Actively promote the club, services, and programs, promotions and/or discounts available. Maintain eye contact when addressing external and internal guests.
- 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.
- Maintain a positive attitude and contribute toward a quality work environment. Regularly attend, participate in and support training and staff meetings for the club. Assist in all areas of the club operation as requested by management.
- Janitorial duties
- Monitoring members while in the club that are within your area
- Communicate to management any and all occurrences involving staff and guests in the club that require attention.

Position Requirements:

- High school diploma or GED
- 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.
- Able to work in a noisy environment
- Enjoy working with people and possess a friendly and outgoing personality. Excellent communication, listening and computer skills.
- Must be a team player.
- Mandatory CPR and First Aid Certifications (within 30 days of hire)
- Must be able to work shifts:
 - 2:45 pm to 6:30/7:00 pm during the school year
 - 9:00 am – 6:00 pm during the summer (approximate)

The Front Desk Clerk is a part-time non-benefited position. This position does allow a free membership to any children within the employees household that are in kindergarten to 18 years of age.

Physical Requirements: This is considered a light exertion position. Work involves exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects. This position requires walking/standing to a significant degree; sitting most of the time while pushing or pulling arm or leg controls. This position requires sitting a good portion of the day, but involves walking, standing for extended periods of time.

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. Our organization is an at-will employer. This means that regardless of any provision made in the employee handbook, either you or the BGCD may terminate the employment relationship at any time, for any reason, with or without cause or notice. No officer, employee or representative of the BGCD is authorized to enter into an agreement- express or implied- with any employee for employment other than at-will. Must pass background check and pre-employment and random drug testing.

Send cover letter and resume to Michele - michelec@bgcdouglas.com