



**BOYS & GIRLS CLUBS**  
OF PORTLAND METROPOLITAN AREA

**Boys & Girls Clubs of Portland**  
**Job Announcement**

**Youth Development Associate – Front Desk PT**

The front desk is the main point of safety, customer service, measurement, and the nerve center of the Club. This position is essential to a high functioning Club. The front desk is responsible for checking youth in and out so we have reliable data regarding attendance, interfacing with parents and community members in a way that is a role model for our youth, and working with kids doing special projects. The Youth Development Associate – Front Desk needs to be very organized, take pride in presenting a professional environment and communicate effectively at the workplace. Any other responsibilities that support the organization, its members and the community will be required on a regular basis. This position is Part-Time and does not have direct responsibility for staff supervision.

Boys & Girls Clubs of Portland is now accepting applications for Part Time front desk staff at Clubs/locations in SE Portland, outer SE Portland, NE Portland, and N Portland. We have a location that will work for you! Academic year shifts vary based upon location and need but are generally M-F between 2:00 pm and 7:00pm - please mark your availability clearly on the application form. Wage rate \$11.25 per hour (\$12.00 July 1).

**Applications forms available for download at <http://www.bgcportland.org/employment/>. Complete applications along with a letter of application and resume should be emailed to [jobs@bgcportland.org](mailto:jobs@bgcportland.org) or mailed to 8203 SE 7<sup>th</sup> Ave, Portland, OR 97202 or dropped off at any Boys & Girls Clubs of Portland location.**

**Position Responsibilities:**

- 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. Maintain membership accounts.
- Answer the phone promptly.
- 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.
- Communicate to supervisor(s) any and all occurrences involving staff of guests in the club that require attention.
- Contribute to the creation of the overall Club's climate for youth development.

- Provide everyday guidance to members.
- Maintain accurate and up-to-date program records; including attendance tracking, reports and grant paperwork.
- Work collaboratively with other staff members to meet program goals and organizational outcomes.
- Provide guidance and role modeling for members to ensure a safe and positive environment for youth.
- Accept payments and complete appropriate paperwork associated with payments.
- Handle other duties and responsibilities as deemed necessary by the Club Director or Youth & Family Service Manager.

**Position Qualifications:**

- 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 people and possess a friendly and outgoing personality.
- Excellent communication, listening and computer skills.
- Must be a team player.
- Ability to meet schedules/deadlines while maintaining high accuracy.
- Strong communication skills, both oral and written.
- Must possess the ability to work independently and efficiently without direct supervision.