



## POSITION PROFILE

POSITION TITLE: Youth Development Associate-Front Desk

REPORTS TO: Program Director

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### **Position Summary:**

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.

### **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.

**Working Environment :**

The job's functions requires the following physical demands: While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools or controls, reach with hands and arms. The employee must have normal visual acuity at near and far distance with correction and hear the spoken word with correction. High volume of personal interaction with members, families and staff may be stressful. The noise level is usually moderate but may increase during busy periods.