

BOYS AND GIRLS CLUBS OF DORCHESTER JOB POSTING

TITLE: Front Desk Receptionist
DEPARTMENT: Reception
REPORTS TO: Front Desk Manager/HR Assistant
Status: Part-Time (Monday to Friday 11-3)
FSLA: Non-Exempt

JOB SUMMARY/PRIMARY FUNCTION:

The Front Desk Receptionist is responsible for working the front desk and providing regular clerical and administrative support to the Club senior staff. Answers telephones in a professional manner to help assist with any questions and/or concerns and greets members, staff and visitors as they enter the building.

KEY ROLES: (Essential Job Responsibilities)

- Greet and welcome all staff/members/visitors as soon as they arrive
- Communicate professionally with customers, vendors and other employees, both verbally and in writing
- Answer, screen and forward incoming phone calls in a professional manner
- Ensure front desk area is tidy and presentable, with all necessary stationery and material
- Sign in members as they enter the building
- Answer questions pertaining to new membership applications and collect completed membership applications
- Record and file all membership applications in alphabetical order with proper material enclosed
- Maintain paper membership files
- Assist with office filing, copying, mail and general organization as directed by Front Desk Manager/HR Assistant or other Club Staff
- Adhere to and uphold all Club and Member rules and policies.
- Adhere to, promote and represent the Clubs Mission, Core Values and Code of Ethics.
- Maintain office security by following safety procedures
- Other duties as assigned

ADDITIONAL RESPONSIBILITIES:

- Responsible for office equipment in front lobby area
- Maintain cleanliness and decoration of front lobby
- Assume other duties as assigned

The Ideal Candidate:

- Must be enthusiastic, hardworking and able to work with members of all ages
- Must have a professional attitude and appearance
- Must have multitask and time-management skills, with the ability to prioritize tasks
- Must provide excellent customer service to members, parents, staff and visitors
- Must have excellent verbal and written communication skills.
- Must be able to work as part of a team to ensure Front Desk coverage during operating hours
- Must be able to pass a CORI and SORI background check.

RELATIONSHIPS:

Internal: Maintain close, daily contact with Club professional staff to interpret and explain organizational mission, discuss issues, and provide/receive information; supervise and support subordinate staff.

External: Maintain contact with parents, families and outside services to assist in resolving problems and to publicize the Club.