



**BOYS & GIRLS CLUBS**  
OF SOUTHERN ILLINOIS

## **POSITION DESCRIPTION**

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**POSITION TITLE:** Front Desk Clerk

**BGCA BENCHMARK JOB:** Youth Development Professional--Management

**DEPARTMENT:** Programs

**REPORTS TO:** Unit Director and/or Director of Program Services

**FLSA NON-EXEMPT** (FT – 40 hours)

**PRIMARY FUNCTION:** Front Desk security, safety and integrity of Club access, which includes Club members, families, staff, board members, visitors, volunteers, donors, and community members, etc.

Membership enrollment, member check-in/out, membership data maintenance, customer service.

**KEY ROLES (Essential Job Responsibilities):**

1. Membership enrollment. Assist parent/guardians to complete application, check critical info, process payment and data entry, update and maintain attendance roster. Inform Unit Director of new enrollments, manage seasonal registrations. Collect, process, and submit fees, payments, sales, submit payments daily, with appropriate documentation to Director of Finance, CEO, or drop box after hours.
2. Data Entry and KidTax management. Using our online membership tracking system (KidTrax) manage all Club membership data.
3. Front Desk and Entry Area Management. Supervise Club members in the foyer, outside, and near the entry during peak hours.
4. Supervise Club member pick-up and sign-out procedures. Communicate with parent, family members during pick-up and oversee security during peak hours.
5. Customer service. Represent the BGCSI as the first point of contact whether via phone or personal visit.

6. Maintain and support a positive work environment with all employees, volunteers, interns, and others through pro-active communication, teamwork, and cooperation.
7. Assist Unit Director in interaction with parents/guardians concerning member attendance, behavior, or opportunities, etc.
8. Participate in scheduled in-service and trimester trainings for employees and volunteers.
9. Conduct parent orientations and give tours.
10. Maintain updated files/binders (emergency contacts (fire drill), allergy lists, photo permissions, authorized pick up list, etc.).
11. Assist with Club care, cleaning, repair projects and improvements.

**ADDITIONAL RESPONSIBILITIES:**

Other duties as assigned.

**QUALIFICATION, SKILLS AND KNOWLEDGE REQUIRED:**

- Minimum two years of college or equivalent experience.
- Strong organization skills
- Strong intrapersonal and interpersonal skills
- Significant knowledge and direct experience with computer data collection systems and functions.

Work experience in a Boys & Girls Club or similar organization is preferred.

- Ability to manage a fast-paced, high volume youth development program atmosphere.
- Strong communication skills, both verbal and written.
- Group leadership skills, including an understanding of group dynamics.
- Demonstrated organizational, employees, and project/program management abilities.
- Mandatory CPR and First Aid Certifications, or willingness to obtain. In-house training provided.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

- Ability to perform broad ranging physical responsibilities in a fast-paced, multi-faceted setting.
- Ability to utilize and generate a variety of written, verbal, and multi-media data for interpersonal, Club, and program communications and organizational purposes.
- Ability to lift and carry objects up to fifty pounds as needed.
- Reliable transportation required.

**DISCLAIMER:**

The information presented indicated 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.

Job Type: Full-time

Pay: From \$12.00 per hour

COVID-19 considerations:

Extensive COVID19 safety plan with daily health screening, temperature checks, mandated face masks and social distancing

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