



**BOYS & GIRLS CLUB  
OF MICHIGAN CITY**

**JOB DESCRIPTION**

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**Job Title:** Front Desk Clerk - Extension  
**Reports To:** Site Leader  
**FLSA Status:** Non-exempt (Part-time)  
**Approved Date:** 12/18/15

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**PRIMARY FUNCTION:**

Assure all members and guests adhere to registration procedures on a daily basis. Maintains order in the front desk/lobby area; and provides quality customer service to all members, guests and parents. Track membership attendance and ensure the safety of Club members. Must be cooperative, friendly and able to create a harmonious environment. Abide by and support the Club mission, to inspire and enable all young people to reach their full potential as caring, productive and responsible citizens.

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

1. Operate and manage the front desk of the assigned Club extension.
2. Maintain the up keep, safety, security and appearance of the front desk;
3. Responsible for tracking daily membership, program attendance and all other grant support data;
4. Must support staff in the academic requirements for various grants;
5. Responsible for monitoring and tracking all visitors;
6. Ensure safety of all members picked up by approved adults;
7. Supervise all checkout and return of equipment at the front desk;
8. Maintain all Club documents and filing system at the front desk;
9. Supports assigned Club by dispersing fliers for Club events and announcements;
10. Answer all calls that may come in and transfer to appropriate staff;
11. Disperse and communicate necessary information to members, families and the public about upcoming events, field trips and activities;
12. Report supplies needed for facility and front desk as needed to Site Leader;
13. Must provide quality customer service by meeting and greeting the public, parents, members, volunteers and outside groups who enter the facility.

**ADDITIONAL RESPONSIBILITIES:**

Handles other duties and responsibilities as deemed necessary or important as assigned by the Executive Director or her designee.

**RELATIONSHIPS:**

**Internal:** Maintains close, daily contact with Club staff (professional and volunteer), Club members, and supervisor to receive/provide information, discuss issues, explain guidelines/ instructions; instruct; and advise/counsel.

**External:** Maintains contact with external community groups, schools, members' parents and others to assist in resolving problems.

**SKILLS/KNOWLEDGE REQUIRED:**

- High School diploma or GED equivalency required.
- Relevant work experience in a Boys or Girls Club or similar organization planning and supervising activities based on the developmental needs of young people preferred.
- Knowledge of youth development.
- Ability to work with youth and families.
- Ability to work evenings.
- Ability to work effectively with Club staff, organizations, community groups and individuals.
- Ability to motivate youth and manage behavior problems.
- Ability to deal with the general public.
- Ability to plan and implement quality programs for youth.
- Ability to organize and supervise members in a safe environment.
- Mandatory CPR and First Aid Certifications.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

**Physical Requirements:** Demonstrated ability to: maintain a high energy level. Be comfortable performing multifaceted projects in conjunction with day to day services. May require being active for long periods of time; must be able to function under fast paced and noisy conditions; hear and understand speech at normal levels; speak in audible tones so that others may understand clearly; physical agility to push, pull, lift and or carry up to 50 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job; reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions; duties are normally performed at one of the Boys & Girls Club of Michigan City Club Sites. The noise level in the work environment is usually moderate to loud.

**Boys & Girls Club of Michigan City is an equal opportunity employer and does not discriminate in the recruitment, employment, promotion, or transfer of qualified personnel, or in the administration of personnel practices based upon age, sex, race, ethnicity, nationality, handicap, or religion.**

**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.

**I have reviewed this job description with my supervisor, and I understand the job requirements and responsibilities.**

Signed by: \_\_\_\_\_  
(Employee) (Date)

Approved by: \_\_\_\_\_  
(Executive Director) (Date)