



POSITION DESCRIPTION

TITLE: Evening & Weekend Front Desk Staff

REPORTS TO: Membership Coordinator

SCHEDULE: Tuesdays & Thursdays: 5:45 – 8:45 PM, Saturdays: 8:15 AM – 12:30 PM

STATUS: Full-time

SALARY: \$13-\$15/Hour - commensurate with experience

PRIMARY FUNCTION:

Major responsibilities are to, provide excellent customer service to members, parents, staff and visitors. Take program registrations and payments. Manage member check-in and out.

RESPONSIBILITIES:

- Intake and file membership applications
- Manage registration systems for specific programs
- Provide a smooth check-in and check-out of all members and other youth served through KidTrax. Maintain a log of all guests that enter the Club, and assigns visitor badges to guests.
- Work with Membership Director to disseminate information on programs, events, and activities to families
- Ensure that all Club members have current memberships and membership cards
- Filing and maintaining confidential member information
- Maintain a neat and orderly appearance at the front desk/lobby area with updated information posted
- Assist in supervision and discipline of members in the lobby area
- Assist with tracking, recording, and distribution of Club information
- Perform regular receptionist duties such as answering phones, greeting members, parents and visitors in a friendly in a professional manner
- Other related duties as specified by Membership Coordinator

SKILLS/KNOWLEDGE REQUIRED:

- High school diploma
- Office clerical experience
- Basic computer skills
- Good written and verbal communication skills
- Good organization and attention to detail
- Strong customer relations skills
- Able to maintain strict confidentiality
- Experience working with youth
- Experience with KidTrax, Active, or similar membership tracking software system preferred
- Bilingual a plus

To apply send your cover letter and resume to Laura Gallant at lgallant@walthambgc.org