



POSITION DESCRIPTION

TITLE: Receptionist/Clerk

REPORTS TO: Area Director

POSITION: Non-Exempt Part Time

PRIMARY FUNCTION

Responsible for the daily delivery of quality service, communication and organization of the members, parents, and guests. Provides clerical assistance to the operation of the programs, staff and facility as needed.

KEY ROLES (Essential Job Responsibilities)

Leadership

- Ensure an environment that is organized, professional and efficient
- Provide members and parents with accurate information and service
- Assure that the club has an environment that facilitates the achievement of youth

Strategic Planning

- Contribute to the planning and implementation of the strategic plan
- Ensure commitment to quality improvement

Resource Management

- Communicate with parents and community to develop resources
- Manage administrative and operational systems as directed
- Ensure a productive work environment

Program And Service Management

- Ensure a clean and organized work environment
- Submit reports as needed and assure accuracy of member information

Marketing And Public Relations

- Communicate with parents and the community to develop a strong presence of the club in the community

ADDITIONAL RESPONSIBILITIES:

1. Ensure that all members are properly documented and forms and information is maintained and accurate
2. Understand and follow all opening and closing procedures
3. Keep all assigned work areas organized and clean
4. Meet and greet members, parents and guests
5. Assist with programs as needed
6. Assist with reporting and data collection as needed.
7. Assist with special events as needed.
8. Other duties as assigned.

RELATIONSHIPS:

Internal: Maintains close, daily contact with club members and parents. Communicates with parents for events, meetings and other needs.

External: Maintains contact with external community on the phone and in person.

SKILLS/KNOWLEDGE REQUIRED:

- Strong organizational skills
- Experience with filing, answering phones and public interactions.
- Strong communication skills, both oral and written.
- Ability to deal effectively with members and parents.
- Must have computer experience and the capacity to learn the necessary software to perform the function of the job.

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PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to walk and stand for extended periods of time. The employee is required to use the computer for extended periods of time. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 100 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include depth perception. The employee is required to sit for periods of time to perform functions on the computer.

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.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to wet and/or humid conditions, moving mechanical parts, and extreme cold. The noise level in the work environment is usually moderate.

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. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

It is the policy of the Boys & Girls Club of Lake Tahoe to provide equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age or disability.