

Front Desk Representative

Job Description



Summary

The Front Desk Representative serves as the first point of contact for members, families, staff, and visitors at the Boys & Girls Club of the Perham Area. This role ensures a safe, welcoming, and well-organized front desk and lobby environment while supporting daily operations, communication, and member accountability.

The Front Desk Representative plays a key role in setting the tone of the Club, managing check-in and check-out procedures, and supporting staff and families through clear communication and consistent processes.

Key Responsibilities

Member & Family Experience

- Greet members, families, and visitors in a warm and professional manner
- Serve as the primary point of contact for questions, communication, and daily needs
- Support a welcoming and inclusive environment for all members and families

Operations & Member Accountability

- Manage daily sign-in and sign-out procedures, including verifying authorized pick-ups
- Ensure all members are always accounted for
- Maintain sign-in and sign-out records and update member information as needed

Safety & Supervision

- Monitor front entry, lobby, and common areas to ensure safety and security
- Follow all Club safety procedures, including dismissal protocols and emergency procedures
- Provide basic first aid support as needed
- Communicate concerns or incidents to leadership promptly

Communication & Coordination

- Serve as a communication hub between staff, families, and leadership
- Answer phones and route questions appropriately
- Document attendance changes, questions, and important updates
- Maintain clear communication

Administrative Support

- Assist with registration support, forms, and basic data entry
- Support membership registration and renewal processes as assigned
- Maintain organized and accessible front desk materials and supplies
- Ensure required forms (incident reports, membership forms, etc.) are stocked and available

Facility & Environment Support

- Maintain a clean, organized, and professional front desk and entry area
- Support light cleaning and organization tasks to ensure a positive first impression
- Assist with maintaining shared spaces as needed

Team & Culture

- Model professionalism, patience, and consistency
- Support staff during high-traffic times and transitions
- Participate in staff meetings and required trainings

Role Boundaries

- This position supports operations and supervision but does not replace program staff
- Behavior concerns and parent escalations are directed to leadership
- Financial decisions and policy exceptions are handled by leadership
- This role does not handle cash or financial transactions

Qualifications

- Must be 18 years of age or older
- Current driver's license.
- Must pass background study as required by BGCA and Minnesota DCYF.
- CPR and First Aid certification (or completed shortly after hire).
- High school diploma or equivalent
- Strong organizational and multitasking skills
- Excellent communication and interpersonal skills
- Ability to remain calm and professional in a fast-paced environment
- Experience working with youth or in customer service preferred

Physical & Work Environment Requirements

- Ability to stand, walk, and move throughout the facility
- Ability to lift 25–50 lbs occasionally
- Ability to respond quickly in emergency situations
- Noise levels may vary from moderate to loud in Club environments.

DISCLAIMER:

This description outlines general responsibilities and expectations for the Front Desk Representative role. Duties may be adjusted to align with Minnesota DCYF licensing requirements, BGCA guidelines, and the operational needs of the Boys & Girls Club of the Perham Area.