



**BOYS & GIRLS CLUB**  
OF DETROIT LAKES

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**TITLE:** Front Desk Receptionist

**JOB SUMMARY:** The Front Desk Receptionist performs secretarial and highly responsible clerical work of a confidential nature in a fast-paced environment while responding to the needs of members and parents. Under the supervision of the Program Director, this person will greet clients or callers, ascertain their needs, relay information or direct them accordingly, be attentive to parents' concerns and manage the computer system required to check in our members all while projecting a positive image of the Boys & Girls Club.

**MAJOR RESPONSIBILITIES:**

1. Greets and directs visitors and callers with a friendly attitude, relaying information on programs as appropriate.
2. Remains knowledgeable of organization's current programs and procedures.
3. Records monies received for membership dues and summer fees in receipt book and is accountable for ensuring that all monies received each day correlate directly with all receipts written for the day.
4. Performs clerical functions as assigned by Program Director, Executive Director and Bookkeeper.
5. Accurately records all facility attendance and ensures all members are accounted for on a daily basis.
6. Updates member data daily if needed.
7. Responsible for the membership renewal process and for the software system used to track members.
8. Prepares statistical reports of daily attendance numbers to the Executive Director and Program Director on a weekly basis.
9. Communicates with Program Director regarding member concerns.
10. Ensures discipline reports and accident reports are recorded daily and processed accordingly.
11. Attend monthly staff meetings as well as meetings set by Program Director.
12. Responsible for the appearance of the front desk area including ensuring the windows are clean, all signs are in good condition, all white boards have up to date information, reflecting a positive image to walk in traffic.
13. Ensures the proper literature is available at the front desk at all times, including membership forms, accident report forms and all other necessary information.

**SKILLS/KNOWLEDGE REQUIRED:**

1. High school diploma or the equivalent with one year of office support experience
2. Post high school training in administrative support in lieu of experience
3. Ability to multi-task
4. Strong organizational skills

The information presented indicates the general nature and level of work expected of employees in this classification. It is not intended to contain, nor be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.