

Receptionist/Member Services

Are you seeking a rewarding opportunity to work with youth in a fast-paced environment? Boys & Girls Clubs of Dorchester is seeking a Front Desk/Membership Assistant to work **Thursday and Friday afternoons and early evenings** (hours may be extended in the summer). The Front Desk/Membership Assistant is responsible for working the front desk and providing regular clerical and administrative support to the Club senior staff. Answers telephones in a professional manner to help assist with any questions and/or concerns and greets members, staff and visitors as they enter the building. Training is provided.

*KEY ROLES:

- Work front desk and maintain business environment in front lobby
- Sign in members as they enter the building
- Answer questions pertaining to new membership applications and collect completed membership applications
- Record and file all membership applications in alphabetical order with proper material enclosed
- Maintain paper membership files
- Provide professional phone coverage
- Assist with office filing, copying, mail and general organization as directed by Membership Coordinator or Club Staff
- Adhere to and uphold all Club and Member rules and policies.
- By personal example, helps interpret the quality of BGCD values to children, parents and staff.

ADDITIONAL RESPONSIBILITIES:

- Maintain cleanliness and decoration of front lobby
- Assume other duties as assigned

QUALIFICATIONS:

- Flexibility to work clubhouse hours especially as seasons and service needs change.
- Must be enthusiastic, hardworking and able to work with members of all ages.
- Must provide excellent customer service to members, parents, staff and visitors.
- Proven ability to work with and understand the needs of children and be committed to working with participants from a variety of backgrounds.
- Knowledge of group process – must agree to work in harmony with other staff.
- Must have knowledge of and be committed to carrying out the BGCD program philosophy and goals.
- Must be a positive role model.
- Must have demonstrated effective communication skills.
- Must have computer skills and familiarity with Microsoft Office programs.
- Must consent to a CORI and SORI background check.

Job Type: Part-time

Pay: From \$16.00 per hour

Schedule:

- After school
- Evening shift

Education:

- High school or equivalent (Required)

Work Location: In person