

**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/Member Services Staff to work **Monday - Friday** part-time. The Front Desk Member Services Staff 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:**

- Greet and welcome all staff/members/visitors as soon as they arrive
- Check in Early Education and Afterschool Program members on Daxko
- Track and ensure visitors and volunteers sign in
- Communicate professionally with customers, vendors and other employees, both verbally and in writing
- Answer, screen and forward incoming phone calls in a professional manner
- Ensure front desk area is tidy and presentable, with all necessary stationery and material
- Answer questions pertaining to new membership applications and assist with online Membership Application as needed
- Review information in Membership Applications to ensure accurate completion in Daxko
- Assist with office filing, copying, mail and general organization as directed by Front Desk Manager or other Club Staff
- Adhere to and uphold all Club and Member rules and policies.
- Adhere to, promote and represent the Clubs Mission, Core Values and Code of Ethics.
- Maintain office security by following safety procedures and report any suspicious activity.
- Other duties as assigned

**ADDITIONAL RESPONSIBILITIES:**

- Responsible for operating office equipment in front lobby area
- Assume other duties as assigned

**The Ideal Candidate:**

- Must be enthusiastic, hardworking and able to work with members of all ages
- Must have a professional attitude and appearance
- Must have multitask and time-management skills, with the ability to prioritize tasks
- Must provide excellent customer service to members, parents, staff and visitors
- Must have excellent verbal and written communication skills.
- Must be able to work as part of a team to ensure Front Desk coverage during operating hours
- Maintain cleanliness and decoration of front lobby, including keeping flyers up to date