



BOYS & GIRLS CLUBS
OF THURSTON COUNTY

Job Description

Title: **Front Desk Coordinator**
Supervisor: **Branch Director**
Status: **Part Time (Non-exempt)**
25-29 Hours during the school year
40 hours during the summer
Salary Range: **Minimum – \$11.00**

Job Summary: Under the direct supervision of the Tumwater Branch Director, the Front Desk Coordinator oversees the accuracy of the KidTrax database for the Tumwater Branch. The Front Desk Coordinator is responsible for the accounts of all members and is to ensure proper procedures are in place for tracking payments during the school year and summer program. The Front Desk Coordinator assists the Branch Directors with other administrative tasks as assigned. See “Duties” for more detailed information.

Education: High School Diploma and College education preferred.

Experience: Minimum of two years in office administration; Boys & Girls Club experience preferred, but not required.

Skills:

- Knowledge of youth development principals and developmental characteristics.
- Ability to plan, organize, and manage KidTrax database
- Excellent oral and written communication skills.
- Interpersonal skill development.
- Data Analysis and Entry, record keeping and reporting
- Cash handling experience
- Knowledge of Human Resource paperwork
- Customer Service skills

Physical and Mental Requirements:

High energy level, comfortable performing multifaceted projects in conjunction with day to day activities; superior interpersonal and negotiation skills; ability to get along with diverse personalities; tactful; mature; flexible. Good reasoning

abilities and sound judgment dependable and responsible. Excellent oral and written communication skills. Physical requirements include: sight, hearing, sitting for more than four hours each day and other physical requirements needed to complete essential functions of the position.

Duties and Responsibilities:

- **Data Entry of Membership forms, and payments for services.**
- **Ensure accuracy of the entire KidTrax Database.**
- **Manage accounts of members at all sites.**
- **Process payments.**
- **Track and pursue NSF and delinquent payments.**
- **Process all refund requests and cancellations.**
- **Develop payments plans for qualified members.**
- **Track and manage all payments plans.**
- **Assist Directors with deposits as needed.**
- **Ensure proper tracking of attendance at Club events and programs.**
- **Accurately report all member accidents/incidents in an appropriate and timely manner.**
- **Supervise front desk area at Tumwater Branch. Includes but is not limited to Member sign in/out, equipment check out, greet visitors, etc.**
- **Attend weekly staff meetings.**
- **Serve as a mentor and role model for members, providing friendship, council and guidance.**
- **May be required to drive Club van for field trips and other activities, with approval by Club insurance company.**
- **Adhere to organizational policies and procedures as described in the Employee Handbook, and report any concerns to Branch Director.**
- **May be assigned other duties as requested by supervisor.**

I have read and agree to carry out all responsibilities and expectations as stated in the Front Desk Coordinator job description.

Employee signature

Date

Supervisor signature

Date

The above declarations are not included to be an “all inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of the job.