



**BOYS & GIRLS CLUB
OF ROCHESTER**

TITLE: Welcome Desk Staff

JOB SUMMARY: The Boys & Girls Club of Rochester Welcome Desk Clerk is responsible for the reception area (Front Desk) at the club. This includes the greeting of all guests, answering phone calls, assisting guests with questions regarding the Boys & Girls Club services, and maintain member database.

MAJOR RESPONSIBILITIES:

- Be on time for your shift.
- Accurately enter and maintain membership data with skill and proficiency.
- Greet with a warm welcome everyone, child or adult, who enters and leaves the clubs facilities.
- Provide detailed descriptions of Boys & Girls Club, packages, services, facility features and hours of operations.
- Answer the phone promptly and use the guest's name throughout the conversation.
- Actively promote the club, services, and programs, promotions and/or discounts available.
- Handle guests' questions and concerns professionally and courteously.
- Provide accurate, appropriate and immediate responses to all requests by guests, ensuring complete guest satisfaction.
- Maintain a clean; safe, fully stocked and well organized work area.
- Develop ability to take responsibility of the operations of the Welcome Center and remain at assigned post for extended periods of time.
- Maintain a positive attitude and contribute toward a quality work environment.
- Regularly attend, participate in and support training and staff meetings for the club.
- Assist in all areas of the club operation as requested by management.
- Communicate to management any and all occurrences involving staff, members, or guests in the club that require attention.

SKILLS/KNOWLEDGE REQUIRED:

- Detailed-oriented and have the ability to multitask.
- Ability to be efficient and productive in a fast-paced environment.
- Possess excellent customer service skills.
- Must possess basic math and money handling skills.
- Enjoy working with people and possess a friendly and outgoing personality, excellent communication, listening and computer skills.
- Team player and enthusiastic.

Interested individuals must be creative, motivated, mature and self-directed. Experience working with youth and diverse populations preferred. The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor be interpreted as a comprehensive inventory of all duties, responsibilities, qualification and objectives required of employees assigned to this job.