



**TITLE:** Front Desk Coordinator

**DEPARTMENT:** Finance & Administration

**REPORTS TO:** Chief Executive Officer

**FLSA STATUS:** Full-time, non-Exempt

Boys & Girls Club of Rochester is committed to advancing equity in its work. ***We invite applications from underrepresented and historically marginalized groups. People of all races, ethnicities, sexualities, identities and abilities are encouraged to apply.***

**JOB SUMMARY:**

Provide regular front desk and administrative support to maintain a shared welcome center while portraying Boys & Girls Club, Families First of MN, and Head Start culture to all members, business professionals, vendors, crew and community who call and visit. Serve to support Boys & Girls Club back office, maintaining office inventory, supporting daily/weekly routines, and providing administrative support to CEO.

Answer telephones and direct calls to the appropriate party or department, greet and escort visitors; maintain visitor logs and badges, maintain electronic and hard copy files, coordinate schedules, prepare correspondence and reports when needed, provide back-up support to administrative staff members as required.

**KEY RESPONSIBILITIES:**

- Serves as communication hub for The Place, collecting and disseminating general information to Club and Families First staff, volunteers, community partners and board members as instructed.
- Answers telephones, providing accurate information, and directing callers to other staff or taking messages as necessary.
- Maintains electronic and hard copy filing systems and ensures they are accurate and timely and facilitate easy retrieval of information.
- Works closely with administrative support at Families First of MN, Head Start, and Boys & Girls Club of Rochester.
- Maintains cleanliness of The Place welcome desk; ensuring a welcoming and inviting environment.
- Greets and accommodates visitors to The Place while maintaining a visitor log.
- Coordinate office functions for Boys & Girls Club back office (e.g. supply inventory, phone systems, etc.)
- Provide administrative support for Boys & Girls Club leadership.

- Perform other related administrative duties as requested.

**RELATIONSHIPS:**

**Internal:** Maintain close, daily contact with Head Start and Boys & Girls Club program leadership to exchange information, seek and give assistance, consultation and direction. Maintains close, daily contact with The Place's staff (professional and volunteer), and supervisor to receive/provide information, discuss issues, explain guidelines/ instructions; instruct; and advise/counsel. Maintains verbal and written contact with volunteers and volunteer committees.

**External:** Maintains contact with members, families, alumni, community leaders, youth-serving professionals, other Clubs, media contacts, vendors, consultants, organizations and others to achieve program goals and objectives, manage costs, share information and resolve problems.

**SKILLS/KNOWLEDGE REQUIRED:**

- High school diploma or equivalent
- 1-3 years office support experience
- Superior writing, editing and verbal communications skills
- Strong project management, administrative and organizational skills
- Knowledge of desktop applications; Outlook, Word, Excel, Publisher, etc.
- Able to manage multiple priorities and be attentive to details
- Strong customer relations skills
- Able to maintain strict confidentiality

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

High energy level, comfortable performing multi-faceted tasks in conjunction with day-to-day activities. Superior interpersonal abilities. Ability to get along with diverse personalities, tactful, mature and flexible. Good reasoning abilities and sound judgment. Excellent oral and written communication skills.

**DISCLAIMER:**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.