



# **BOYS & GIRLS CLUB OF GREATER WATERBURY**

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## **Membership Coordinator/Front Desk Job Description**

<b>TITLE:</b>	MEMBERSHIP COORDINATOR/FRONT DESK – AFTER-SCHOOL
<b>DEPARTMENT:</b>	PROGRAMS
<b>REPORTS TO:</b>	DIRECTOR OF OPERATIONS
<b>FLSA STATUS:</b>	NON-EXEMPT (PART TIME)

The Front Desk Coordinator serves as the first point of contact for members, families, and visitors during peak after-school hours. This role is essential to creating a safe, welcoming, and organized environment as members arrive, participate in programming, and are dismissed to parents/guardians. The position requires strong interpersonal skills, attention to detail, and the ability to respond calmly to the dynamic needs of a busy Club setting.

### ***Roles & Responsibilities:***

#### **Collaboration & Club Support**

- Assist in processing all membership and camp applications and completes all data entry
- Assist in maintaining additional membership and program registration for transportation, field trips, and special events. Ensures that registration information is disseminated correctly to Club staff
- Assist in the preparation of program materials and special event activities for members
- Assist with special projects and special events
- Perform regular administrative duties, including to assist the administrative staff of the Club
- Communicate regularly with program staff regarding attendance, transitions, and member needs
- Support daily program flow and assist with transitions between activities
- Respond to real-time needs, including minor conflicts, schedule adjustments, or parent requests

#### **Social Media Coordination**

- Collaborate with Club administration to develop and maintain timely, creative, and accurate social media content that highlights Club programs, activities, events, and the achievements of members and staff
- Assist in showcasing the positive impact of the Club through engaging social media posts that reflect the mission and values of the organization
- Help recognize and acknowledge the support and contributions of donors, community partners, volunteers, and sponsors through appropriate digital communications
- Support overall marketing and communications efforts through website updates and active social media management

#### **Member Check-In & Attendance**

- Greet members and ensure a smooth, efficient check-in process
- Maintain accurate daily attendance records
- Monitor entry areas to ensure only authorized individuals enter the facility

#### **Dismissal & Parent/Guardian Interaction**

- Coordinate safe and orderly member pick-up adhering to all safety procedures
- Verify authorized pick-up individuals according to Club policies
- Communicate clearly and professionally with parents/guardians during pick-up
- Address questions, concerns, or relay information to appropriate staff

#### **Front Desk Operations**

- Serve as the central communication hub for staff, members, and families
- Answer phone calls, manage inquiries, and direct visitors appropriately
- Maintain a professional, organized, and welcoming front desk area

#### **Snack Coordination**

- Oversee and coordinate daily snack distribution

#### **Safety & Supervision**

- Maintain awareness of member movement in and out of the building
- Follow all safety protocols, including emergency procedures
- Report incidents or concerns promptly to supervisors

#### **Qualifications:**

- High school diploma required; some college coursework in education, youth development, or related field preferred
- Experience in clerical or administrative work
- Experience Microsoft Office, including Word, Power Point and Excel, email and various social media outlets
- Strong communication and customer service skills
- Experience working with youth and families strongly preferred
- Ability to multitask and stay organized in a fast-paced, loud environment
- Professional demeanor with sound judgment and problem-solving skills
- Basic computer skills (attendance systems, email, etc.)
- Friendly, approachable, and professional presence
- Strong attention to detail and accountability
- Ability to remain calm and flexible in a dynamic setting
- Team-oriented mindset with a willingness to support Club operations
- Preferred bilingual (Spanish)
- Ability to multi-task and be flexible
- Ability to work collaboratively
- Excellent organizational and planning 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.

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Boys & Girls Clubs of Greater Waterbury will conduct criminal background checks of all employees, including minors, board volunteers, and others who serve on a standing committee, and conduct

background checks on all volunteers, including partners and minors, who have direct, repetitive contact with young people.

Boys & Girls Club of Greater Waterbury will conduct reference checks on any candidate for employment or volunteer service. All reference checks shall include two (2) professional and one (1) personal. Should any candidate for employment or volunteer service have previous experience with a Boys & Girls Club, a reference from that former Boys & Girls Club supervisor will be obtained by Boys & Girls Club of Greater Waterbury prior to extending an offer for employment or volunteer service. Additionally, the Boys & Girls Club reserves the right to seek a reference(s) from a candidate's prior employers, regardless of whether the employer(s) was provided as a reference.

**Application Instructions:**

Interested and qualified candidates who meet the above requirements should submit a cover letter and resume **via email only** to (subject line "front desk - afterschool"):

general@bgcgwater.org

**Applicants must provide a working cell phone number capable of receiving texts and calls. Applications will be reviewed after the deadline and qualified applicants will be contacted for interviews via email &/or text.**

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER