

## GREAT FUTURES START HERE.



### **Front Desk Coordinator – O'Fallon Unit**

Boys & Girls Clubs of St. Charles County (BGCSTC) seeks an emotionally intelligent Front Desk Coordinator to perform administrative and clerical functions at our O'Fallon Unit located at 1 Club Way, O'Fallon, MO 63376. The Front Desk Coordinator is responsible for assisting Club families and visitors with questions, maintaining membership files, and key administrative tasks related to attendance tracking and payment reconciliation. The Front Desk Coordinator reports to the Program Administrator.

This is a full-time position and must be at the unit during Club hours each day for the afterschool and summer programs. This position is FSLA Non-Exempt with benefits (insurance, PTO, sick leave, pension plan) and the hourly pay range is \$16.50-\$18.50 per hour based on previous successful experiences.

### **Position Duties & Responsibilities**

- Welcome guests, volunteers, families, and members with a positive attitude.
- Inform guests, families and members about the Club, events, programs, and activities.
- Provide information for member emails.
- Maintain an updated and clean Club lobby.
- Ensure all members are scanned in and out and all volunteers and visitors are signed in each day.
- Register new and returning members into membership tracking system.
- Receive payments for Club fees and enter data.
- Reconcile cash and credit card payments daily.
- Support rental program through coordination of rental applications, payments, and booking schedule.
- Maintain confidentiality of all members, employee, and donors' information.
- Maintain accurate membership records and incident reports.
- Attend periodic training and professional development opportunities.
- Support opening and/or closing the unit each day.
- Assume other duties as assigned.

### **Knowledge, Skills and Abilities Required:**

- Previous experience in office administration/reception/customer service.
- Strong computer skills – Outlook, Microsoft Office and Excel, membership database, and credit card payment system.

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- Operate a multi-line telephone system (transfer, hold and voicemail) and office equipment.
- Ability to interact well with adults and children.
- Strong written and oral communication skills.
- Must be organized and efficient.
- Ability to multi-task and manage time independently.
- Must be flexible and adapt to changes in the workplace.
- High school diploma or equivalent.

### Other Requirements

- Some weekends and evenings will be required with advance notice
- Reliable transportation, valid driver's license, and automobile insurance
- Willingness and ability to obtain a Class E license to drive Club vans if needed
- Willingness to complete background and reference checks

**To Apply:** We encourage passionate and experienced individuals to submit a cover letter and resume (including 3 references), to [adminunit@bgcstc.org](mailto:adminunit@bgcstc.org) with "Front Desk" in the subject line.

Don't check off every box? Apply anyway! Studies have shown that women and people of color are less likely to apply for jobs unless they meet every listed qualification. At BGCSTC we are dedicated to building a diverse and inclusive workplace and developing new voices. If you're excited about this role but your experience doesn't align perfectly, we encourage you to apply anyway – you might just be the right candidate.

Boys & Girls Clubs of St. Charles County (BGCSTC) is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender identity or expression, national origin, age, disability, genetic information, marital status, or status as a covered veteran in accordance with applicable federal, state, and local laws.

*The information presented indicates the general nature/level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties and responsibilities required of employees assigned to this job.*