

# GREAT FUTURES START HERE.



BOYS & GIRLS CLUB  
OF LAWRENCE COUNTY

## POSITION DESCRIPTION

**TITLE:** Front Counter Personnel

**PERFORMANCE PROFILE SOURCE:** Youth Development Professional

**DEPARTMENT:** Program

**REPORTS TO:** Limestone Unit Director

Exempt

Non-Exempt

### PRIMARY FUNCTION:

Greets and signs members in and out on a daily basis, enter membership data into Visions software, and protects the lives of the youth by ensuring safety at all time for the youth served.

### KEY ROLES (Essential Job Responsibilities):

1. Accurately sign in members as they report after school.
2. Accurately sign out members as they are picked up after school.
3. Accurately enter membership data into our Visions database system.
4. Must be certain that all children picked up are done so by an authorized person.
5. Prevent all entry by adults past the front counter without that person signing in and declaring their purpose and receiving a visitor's badge.
6. Utilize check-in software and sign-out sheet to show the accurate number of members in the building.
7. Announce clearly and concisely what member is to report to the front counter.
8. Answer the telephone in a **polite and helpful manner** and direct calls to the appropriate person.
9. Represent a warm and welcoming feeling when all members, parents and visitors come into the BGC.
10. Must keep front counter area in clean and organized manner at all times as it represents a person's first impression of the club.
11. Always be a positive influence on the children of the club.
12. Accurately reconcile all monies collected and prepare daily deposit sheet.

### SKILLS/KNOWLEDGE/ABILITIES REQUIRED:

- Warm friendly personality
- Thorough knowledge of youth development
- Ability to organize and keep a high traffic area clean of debris & trash
- Ability to manage multiple tasks at one time...phone calls, visitors, members leaving, etc.

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- Ability to be assertive enough to stop adults from entering the Club without proper processes followed including proper identification for authorized parent/guardians.
- Strong communication skills, both verbal and written.

## **ENVIRONMENT & WORKING CONDITIONS:**

- Ability to sit or stand for long periods of time
- Ability to lift up to 25 lbs.
- Ability to type & use a computer

## **ADDITIONAL RESPONSIBILITIES:**

1. May participate in special programs and/or events.
2. May perform other duties as assigned by the Limestone Unit Director, Director of Operations and Chief Professional Officer.

*I HAVE READ AND AGREE TO CARRY OUT THE ABOVE-STATED JOB DUTIES AND RESPONSIBILITIES.*

Signed by: \_\_\_\_\_  
Incumbent Date

Approved by: \_\_\_\_\_  
Supervisor Date

Reviewed by: \_\_\_\_\_  
Chief Professional Officer Date

**The above declarations are not intended 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 only to describe the general nature of the job.**