

GREAT FUTURES START HERE.



FRONT DESK COORDINATOR

Reports to: Unit Director

Boys & Girls Clubs of St. Charles County (BGCSTC) seeks an emotionally intelligent Front Desk Coordinator to perform administrative and clerical functions at our St. Charles Unit Located at 1211 Lindenwood Avenue, St. Charles, MO 63301. 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 must be at the unit during open Club hours each day for the afterschool and summer programs.

FSLA: Full Time Non-Exempt with Benefits (insurance, PTO, sick leave, pension plan)

HOURLY PAY RANGE: \$15.50-18.50 per hour

Key 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 accurately each day.
- Ensure all volunteers and visitors are signed in and out each day.
- Register new and returning members into membership tracking system.
- Maintain accurate membership records and consistent membership data entry into tracking system.
- Receive payments for Club fees and enter data.
- Reconcile cash and credit card payments daily.
- Review vehicle inspection forms daily and communicate vehicle needs/concerns to Director of Club Operations.
- Maintain confidentiality of all members, employee, and donors' information.
- Attend periodic training and professional development opportunities.
- Ability to work a consistent schedule each week to maintain stability and ensure all responsibilities are completed.
- Support opening and/or closing the unit each day.
- Ability to work occasional morning, evening, and weekend hours with advance notice.
- Assume other duties as assigned.

Position Requirements:

- Previous experience in office administration/reception/customer service.
- Strong computer skills – Outlook, Microsoft Office and Excel, membership database, and credit card payment system.
- Operate a multi-line telephone system and other office equipment.

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- Strong written and oral communication skills.
- Organized and efficient.
- Ability to interact well with adults and children.
- Ability to multi-task and manage time independently.
- Must be able to pass a background check.
- Provide a valid driver's license and employment eligibility verification information.
- Maintain reliable transportation.
- Must be flexible and adapt to changes in the workplace.
- High school diploma or equivalent.
- Willing to obtain a Class E License.

To Apply: We encourage passionate and experienced individuals to submit a cover letter and resume (including 3 references), to 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