



Boys and Girls Club of The
Flathead Reservation and Lake County

Position Description

TITLE: Front Desk/Administrative Assistant, Polson

DEPARTMENT: Operations

REPORTS TO: Unit Director

Primary Function:

The front desk leader is one of the first people to interact with Club members & families, community members and donors. This person is an important face of the Club and takes that seriously. Being a team player is critical to success, being willing to work towards organizational success, looks for ways to improve processes and outcomes, and relates well with all types of people in a variety of situations. Provides regular clerical and administrative support to the Chief Executive Officer and Unit Director. Prepares reports, assists with payroll, answers telephones, maintains electronic and hard copy files.

KEY ROLES (Essential Job Responsibilities):

1. Performs regular secretarial duties, preparing correspondence and reports as requested by supervisor
2. Answers telephones, providing general information, referring callers to other staff or taking messages as necessary
3. Maintains member management tracking system, on a Salesforce platform, insuring accuracy for easy retrieval of information. Provides constructive feedback to system managers for successful implementation.
4. Monitor office supply inventory and notify supervisor when supplies need to be ordered
5. May be responsible for managing inventory of office equipment and service contracts, performing routine maintenance activities and contacting service representatives as needed.
6. Serves as Club receptionist, greeting all members and visitors and maintaining attendance and visitor logs
7. Monitor and log staff attendance and transmit attendance data to payroll
8. Perform other related secretarial or administrative duties as requested

RELATIONSHIPS:

Internal: Maintains close, daily contact with Club staff (professional and volunteer) and supervisor to receive/provide information, discuss issues, explain guidelines/instructions; instruct; and advise/counsel.

External: Maintains contact with members, families and the general public to give and obtain information, either in response to inquiries or as instructed by supervisor

SKILLS/KNOWLEDGE REQUIRED:

- High school diploma or equivalent
- One year of office clerical experience
- Training in secretarial skills and use of common office equipment
- Typing/keyboarding skills of at least 50 wpm
- Google Suite experience, or equivalent Microsoft Office proficiency
- Good written and verbal communication skills
- Good organization and attention to detail
- Strong customer relation skills
- Able to maintain strict confidentiality
- Ability to motivate youth and manage behavior problems
- Mandatory CPR and First Aid Certifications (provided in the first 6 months if necessary)
- Valid State Driver’s License for 21 and over
- Must be able to pass a background check and pre-employment drug screening

PHYSICAL REQUIREMENT/WORK ENVIRONMENT

- The Boys and Girls Club is a fast-paced environment. You must be physically able to engage in games and activities that are children appropriate. You must be able to lift 25lbs.

DISCLAIMER:

The information presented indicates the general nature and 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, responsibilities, qualifications and objectives required of employees assigned to this job.

Signed by: _____
Incumbent *Date*

Approved by: _____
Supervisor *Date*

Reviewed by: _____
Chief Executive Officer *Date*