



## JOB DESCRIPTION

### Administrative Assistance

#### **Job Summary:**

The Administrative Assistance is responsible for maintaining the front desk, providing quality customer service while ensuring the safety of all Club members. Must be cooperative, friendly, and able to create a harmonious environment.

#### ***Operate and manage the Clubhouse front desk***

- Maintain the safety, security, and appearance of the front desk at all times
- Supervise front lobby
- Greet, monitor and track all visitors
- Check in all members, greeting them by their first name
- Answer all phone calls and take detailed messages when needed
- Communicate and disperse information about upcoming events and activities to members and families

#### ***Maintain all membership and tracking systems of the Club***

- Track program and membership data for reports as needed for program support
- Assist guardians of members joining the Club and renewing memberships with corresponding paperwork
- Record reported strikes in the behavior/incident book
- Maintain all membership documents and filing system promptly and accurately
- Responsible for making membership cards

#### ***Other Duties***

- Abide by the Club's policies and procedures
- Record and disperse to children approved medication
- Assist members with phone calls for rides home
- Keep all blank forms copied and stocked
- All other duties assigned by supervisor

#### ***Requirements***

- Pass criminal history checks
- Customer Service experience required
- Data entry experience preferred

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