

POSITION DESCRIPTION

TITLE: Front Desk Staff

PERFORMANCE

PROFILE SOURCE: Staff

DEPARTMENT: Operations

REPORTS TO: Area Director

Non-Exempt

PRIMARY FUNCTION:

Provide regular clerical and administrative support to the Area Director, Site Coordinators, and other Club staff as necessary. Greets parents/visitors at sites, data collection and input, and maintains electronic and hard copy files.

Another primary function of this position may include working with individual and/or small groups of youth under the supervision of the Area Directors/Site Coordinators in the supervision and instruction of youth to assist in providing a positive learning environment that allows for youths personal, social and intellectual development.

KEY ROLES:

- Answers telephones, providing general information, referring callers to other staff or taking messages as necessary.
- Serve as Club receptionist, greeting all visitors and assisting them as needed.
- Perform other related secretarial or administrative duties as requested.
- Assists with program components for the purpose of delivering services that conform to established guidelines.
- Assists program participants with homework assignments and make-up work, etc. for the purpose of supporting teachers in the instructional process.
- Assists program participants, individually or in groups, with lesson assignments for the purpose of presenting and/or reinforcing learning concepts.
- Maintains equipment, work area, youth files/records, taking attendance, checking homework, for the purpose of ensuring availability of items and/or providing reliable information.
- Monitors individual program participants group, library, recreational activities etc. for the purpose of ensuring a safe and positive environment.
- Prepares documents in standardized formats for the purpose of providing written documentation and/or conveying information.
- Administers standards of behavior and discipline for the purpose of ensuring the safety and well being of youth.

- Reports observations and incidents (e.g. discipline, accidents, inappropriate social behavior, etc.) for the purpose of communicating information to appropriate personnel.
- Communicates policies and enforcement procedures to program participants, for the purpose of ensuring their understanding and the potential consequences of violation.
- Administer first aid as needed.

SKILLS, KNOWLEDGE, AND ABILITIES

SKILLS are required to perform multiple, non-technical tasks with need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating standard office equipment including using pertinent software application; preparing and maintaining projects: preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes: child development and age appropriate activities.

ABILITY is required to plan a significant number of activities, meetings, and/or events; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing specific, defined processes; and operates equipment using defined methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with a variety of data; and utilize create action plans. Problem solving with data may require independent interpretation. And problem solving with equipment is limited. Specific abilities required to satisfactorily perform the functions of the job include; communicating with diverse groups, establishing effective working relationships; maintaining confidentiality; meeting deadlines and schedules; setting priorities; and working as part of a team.

ADDITIONAL RESPONSIBILITIES

- Working under limited supervision using standardized procedures; and leading, guiding, and/or coordinating activities of others.

SKILLS/KNOWLEDGE REQUIRED

- Complete at least two years of post secondary study at an institution of higher education, (48 credit hours) or obtained an associate's or higher degree, or meet a standard of quality and demonstrate, through a state test, the ability to assist in instructing reading, writing, and math.
- Job related experience working with children in an instructional setting.

Group Leader

Required Testing

None specified

Certificates & Licenses

None specified

Continuing Education / Training

Clearances

None Specified

Kansas Bureau of Investigations / Social &
Rehabilitation Services

FLSA Status

Non-exempt

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The usual and customary methods of performing the job's functions requires the following physical demands: some lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 20% sitting, 60% walking and 20% standing. The job is performed under minimal temperature (gets hot and cold when supervision playground activities) variations, a generally hazard free environment and in varying atmospheric conditions.

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or 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:

Chief Professional Officer

Date