



**BOYS & GIRLS CLUB
PLYMOUTH**

POSITION DESCRIPTION

TITLE: Administrative Assistant: Front Desk

DEPARTMENT: Administration (part-time or full-time)

REPORTS TO: **Executive Director;** Business Manager (CFO)

PRIMARY FUNCTION:

Provide data management, regular clerical and administrative support to the Executive Director; Business Manager or other Club senior staff, as necessary. Maintain electronic and hard copy files of member and supporter (donor) data, maintain schedule and calendar, answer telephones, prepare correspondence and membership reports.

KEY ROLES (Essential Job Responsibilities):

1. Performs regular clerical and data entry duties, preparing correspondence and reports as requested by supervisor, and composing draft letters following established formats. Proofreads (spellchecks and grammar checks in Word) all materials for accuracy prior to supervisory review and signature.
2. Maintains master schedule of Club activities, rentals, and events, collecting and disseminating information to Club staff, volunteers, members, and families as instructed.
3. Answers telephones, providing general information, referring callers to other staff, or taking messages as necessary.
4. Maintains electronic and hard copy filing systems (Member Tracking, Donor Supporters, QuickBooks) making certain they are accurate, timely, and easily retrieved.
5. Monitors office supply inventory and prepares purchase orders as necessary.
6. Serves as Club's intake specialist, greeting members by name, greeting visitors, and maintaining electronic attendance and visitor logs.
7. Monitors and logs staff attendance electronically and transmits attendance data to payroll.
8. Performs other related secretarial or administrative duties as requested by administration.

RELATIONSHIPS:

Internal: Maintains close, daily contact with Club staff (professional and volunteer) and supervisors 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 supervisors.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED:

- _ High school diploma required, some college preferred or equivalent
- _ Two years of office clerical experience, or equivalent skills
- _ Training in software data management, typing/filing skills and use of common office equipment
- _ Keyboarding skills of at least 50 wpm
- _ Good written and verbal communication skills
- _ Good organization skills and attention to detail
- _ Strong customer relations abilities
- _ Able to maintain strict confidentiality of records

