



**Title:** Front Circle Coordinator

**Department:** Programs

**Reports To:** Maxwell Clubhouse Director

**Status:** 35-40 hours a week

**Rate:** \$15-17per hour

**JOB SUMMARY:**

Under the direct supervision of the Maxwell Clubhouse Director, the Front Circle Coordinator is responsible for operating the front desk, keeping track of members, providing quality customer service and ensuring the safety & supervision of the members, communicating with parents at check in / out times, working with all team members to fully support smooth daily operation of the organization. In addition, this position may include some additional administrative duties and tasks as needed.

**DUTIES AND RESPONSIBILITIES:**

- Act as first point of contact for Club visitors.
- Responsible for checking in and out all members on a daily basis
- Responsible for tracking daily membership, and attendance
- Maintain cleanliness and sanitation of club restrooms
- Collect and enter payments and update account information for all members.
- Coordinate, manage, and maintain scholarship process to include tracking, reporting, and point of contact for state and county funded programs.
- Act as liaison to the Finance department on accounting and financial issues regarding membership and program participants' accounts and payments.
- Accountable for nightly membership transaction reconciliation and bank deposit preparation.
- Process and data entry of new, renewal, and other membership forms.
- Establish and maintain collections process to minimize delinquent account losses. Assist in identifying and managing delinquent membership and program accounts.
- Maintain the safety, security, and cleanliness of the front desk.
- Assist in collecting and maintaining records about program implementation and impact.
- Communicate necessary information to members, families and the public regarding upcoming events, field trips and activities.
- Keep track of all the visitors to the Club and ensure that no member leaves without an appropriate adult and identified.
- Adhere to organizational policies and procedures as described in the organization's Employee Handbook and elsewhere.
- Adhere to Boys & Girls Club philosophy.
- Other duties as assigned

**REQUIRED QUALIFICATIONS:**



**BOYS & GIRLS CLUBS**  
OF SONOMA VALLEY

- Positive, calm, proactive and friendly demeanor.
- Bilingual (Spanish)
- Ability to handle sensitive information and keep confidentiality.
- Exceptional communication skills with youth and adults.
- Ability to handle unpredictable situation and problem solve in a fast-paced setting.
- Ability to use / learn to work with membership database and generate reports.
- Ability to step in and help with additional administrative tasks as needed.
- Must be able to pass the School District's Instructional Aide Test with a 70%.
- Ability to provide a negative Tuberculosis test
- Ability to pass a DOJ fingerprint clearance
- Ability to deescalate crisis situations in an effective manner
- Ability to be CPR and First Aid certified

**RECOMMENDED QUALIFICATIONS:**

- High School graduate with some college education preferred.
- Some experience in Education and/or Youth Development; Boys & Girls Club and/or School based program experience preferred.

***The above declarations are not included to be an "all-inclusive" list of duties and responsibilities of the job described to do the job, nor are they intended to be such a listing of the skills and abilities required to the job. Rather, they are intended only to describe the general nature of the job.***