

Position: Front Desk Receptionist

Reports To: Senior Program Director

Supervisory Responsibilities: No

Classification: Full-Time, Non - Exempt

Background Check Requirements: Yes

Shift: 10:30 am to 7:00 pm , **Remote Work:** No.

Salary Range: \$41,000–\$47,840 annually, commensurate with qualifications and experience.

Benefits: 2 Weeks' vacation, 5 sick days, 3 personal days, 12 Holidays, 401K retirement plan with employer match, and health Insurance 80% paid by employer.

Position Summary

The Front Desk Receptionist is the welcoming face and steady presence that anchors the daily rhythm of our Youth Center. As the first point of contact for young people, families, and community members, this role helps create an environment where everyone feels respected, supported, and connected. Beyond greeting visitors, the receptionist plays an essential role in youth engagement, communication flow, membership management, and end-of-day transitions. Background check required.

Key Responsibilities

- Greet youth, families, and community visitors with warmth, patience, and cultural sensitivity.
- Create a front desk environment that is welcoming, organized, and youth-centered.
- Share information about daily activities, program schedules, and upcoming opportunities.
- Encourage youth participation and help them navigate programs and expectations.
- Build rapport using a strengths-based, respectful approach while maintaining professional boundaries.
- Use positive communication and basic de-escalation when needed.
- Manage sign-ins, monitor entry/exit, and uphold safety procedures.
- Answer phones professionally; direct calls appropriately; take accurate, detailed messages.
- Distribute membership forms, ensure completion, organize records, and support data entry.
- Track renewals and maintain accurate membership information.
- Drive youth in company vehicle at the end of day; follow all transportation protocols.
- Support Center operations, attendance tracking, mail handling, scheduling updates, and other admin tasks.

Qualifications

- Associate's Degree preferred.
- Experience in youth programs, customer service, or community-focused environments.
- Ability to work effectively with diverse populations.
- Strong communication, multitasking, and problem-solving skills.
- Computer proficiency (data entry, Outlook, Excel, Word) and experience with scheduling.
- Valid driver's license and comfort driving youth in company vehicle.
- Bilingual or multilingual skills valued.

Competencies

- Warm, welcoming communication style
- Cultural humility and inclusiveness
- Consistency, reliability, punctuality and strong time management
- Ability to build rapport while maintaining healthy professional boundaries
- Discretion and respect for confidentiality
- Adaptability, teamwork, and a calm presence