Nantucket Boys & Girls Club
FRONT DESK COORDINATOR

Job Title: Nantucket Boys & Girls Club Front Desk Coordinator
Location: Nantucket Boys & Girls Club, 61 Sparks Ave, Nantucket, MA 02554

ABOUT US:

The Nantucket Boys & Girls Club is a private, non-profit agency serving school-age youth: 1st-12th Grade with a full day preschool program. Through programs and activities stressing academic achievement, good character & citizenship, and healthy lifestyles, the NBGC offers a variety of recreational, cultural, social, and sports-oriented experiences for members.

We are part of a nationwide affiliation of local, autonomous Boys & Girls Clubs working to help youth of all backgrounds, with special concern for those who need us most, develop qualities needed to become responsible citizens and leaders. We are dedicated to ensuring that our community's youth have greater access to quality programs and services that will enhance their lives and shape their futures. As young people experience the totality of the Nantucket Boys & Girls Club, it becomes a place of hope and opportunity.

PRIMARY FUNCTION:

The Front Desk Coordinator tracks Club member attendance on a daily basis to maintain accurate real-time records of everyone entering and exiting the building. This role serves as the welcoming face of the Club, greeting visitors, enforcing sign-in protocols, answering phone calls, and routing inquiries appropriately. Additionally, the Front Desk Coordinator manages member registrations and database records within MyClubHub, tracks program participation, and assists with administrative tasks. Bilingual proficiency in Spanish is preferred.

RESPONSIBILITIES:

- Provide a warm and welcoming environment for all members, parents, and guests entering the Nantucket Boys & Girls Club.
- Monitor member arrivals and departures, staying aware of transportation methods and authorized pick-up individuals.
- Assist with membership registration and maintain accurate records in the MyClubHub database, ensuring each member has completed payment or secured an approved payment plan.
- Track and log member participation across various programs and activities.
- Print, issue, and file membership cards.
- Maintain a clean, organized, and tidy Front Desk area at all times.
- Stay knowledgeable about current programs, schedules, and activities to effectively answer questions from members, parents, and visitors.
- Process background checks for staff members, trustees, and volunteers.
- Maintain familiarity with annual Club fundraisers and special events to provide accurate, professional information.
- Prepare and organize printed materials, ensuring schedules, calendars, and registration forms are readily available.
- Support broader Club duties and off-desk activities as assigned, including assisting in program areas (e.g., art room, learning center, teen room, snack shack, outdoor activities, field trips, events) and maintaining facility cleanliness as requested by leadership.

KEY ROLES:

- Ensure safety by actively monitoring all members and guests entering and leaving the facility.
- Uphold and promote the organization's mission and core values.
- Offer positive guidance and encouragement to youth members.
- Maintain an attractive, organized, and functional Front Desk area.

SKILLS AND QUALIFICATIONS:

- Experience with database management and data entry.
- Proficiency with computers, including Google Workspace and Salesforce.

- Bilingual in Spanish preferred.
- Understanding of youth development principles.
- Ability to motivate youth and manage behavioral situations effectively.
- Strong organizational skills with proven ability to execute and complete tasks efficiently.
- Strong written and verbal communication skills.
- Excellent time management and multitasking skills, with the ability to resolve problems independently.
- Ability to build and maintain positive working relationships with Club staff.
- Strong attention to detail and a commitment to maintaining confidentiality.

POSITION DETAILS:

Housing is available for qualified full-time candidates.

Job Types: Full-time, Part-time

Schedule: 8-hour shift

Work Location: In person

BENEFITS:

- 401(k) matching
- Dental insurance
- Health insurance
- Paid time off