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## **Front Desk Volunteer**

**Reports to:** *Eric Johnson (Front Desk Manager)*

**Location:** 657 Middlesex St, Lowell, MA 01851

**Job Type:** Volunteer

### **Overview/Position Summary**

As a Front Desk Volunteer you will be the first point of contact with members and visitors. Front Desk Volunteers greet guests with a friendly and positive attitude, and assist with inputting membership statuses, using the intercom to call for pick-ups, answering phone calls and directing guests.

### **Responsibilities/Skills and experience relevant to this position:**

- Scan all members in and out of the building
- Use the intercom system to call for staff and club members who are needed at the Front Desk
- Greet all visitors and provide them with proper identification
- Direct visitors and members to the correct locations
- Assist with maintaining membership paperwork
- Engage in program outreach as needed (i.e contacting alumni, promoting summer registration)

### **Qualifications**

- Excellent verbal communication skills
- Positive and professional demeanor
- Multitasking capabilities
- Ability to work in a fast paced environment
- Good interpersonal skills and communication skills
- Technologically proficient
- Bilingual is a plus but not a requirement

### **Benefits:**

- Flexible work schedules and work from home opportunities are available.
- Values and mission driven organization with emphasis on teamwork, fun, integrity, commitment and excellence.
- Interaction with a positive, community minded team, along with amazing young people.

### **How to respond**

- Please submit your resume to **Volunteer Coordinator, Tara Levine**, [tara.levine@lbgc.org](mailto:tara.levine@lbgc.org) Tel: (978) 458-4526 x15

### **Our Hiring Process**

- We will review the applications on a rolling basis until the position is filled.
- We will conduct short phone interviews and begin additional interviews per COVID-19 guidelines.
- We will notify you of the result shortly after and send you necessary paperwork.

### **Equity Statement**

The Boys & Girls Club of Greater Lowell is committed to fostering a diverse and inclusive workplace. We are dedicated to hiring employees who reflect the communities we serve, including women, people of color, LGBTQIA+ individuals, and people with disabilities. Boys & Girls Club of Greater Lowell will provide accommodations in all aspects of the hiring process. If you require an accommodation, we will work with you to meet your needs.

Boys & Girls Club of Greater Lowell is an Equal Opportunity Employer. People of color, especially those from Lowell, are strongly encouraged to apply.

### **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. All offers of employment are contingent on results of a reference and background check.

**Hours:** Monday: 2PM - 6PM, Tuesday-Thursday: 2PM - 7PM, Friday: 2PM - 6PM - *Must be available at least one day per week.*