

**BGC South East is currently seeking the following position:**

**Coordinator, Front Desk (West End)**

Location - West end (1300 Bath Road)

Position Timeline - Contract - 1 Year - Tentative Start Date, End of July 2025

Hours - 40 hrs/ week

Rate of pay - \$19 - \$20/hr

**Overview:**

This position will be the first point of contact for parents, members, staff and visitors entering our facilities, and will be committed to delivering an exceptional customer experience.

Front Desk Coordinators will have a thorough knowledge of all programs, rentals, meetings and activities, both internal and with external partners and agencies taking place in facilities each day. Coordinators will be responsible for directing and providing information for these when/if required.

Front Desk Coordinators recognize and accept the need to be a positive influence who models honesty, fair play, a positive attitude, cooperation and respect for self and others.

**Key Responsibilities:**

- Ensuring the front desk area is tidy and presentable during the hours of operation of the facility.
- Understanding the importance of the position as being the first point of contact for community members, staff, members and parents using the facility.
- Ensuring that every individual entering the facility is greeted and attended to in a professional and polite manner that represents the Club and its values.
- Knowledge of all BGC South East programs, as well as other community partners and agencies who use the facility, to be able to direct and provide information when asked.
- Completing sign in and sign out procedures for after school programming, PA Day's, and camps in accordance to Ministry guidelines and requirements within the first 10 minutes of arrival.
- Answering phone calls, checking voicemails and forwarding appropriately.
- Ensuring all visitors and community partners sign in/out according to the front desk procedures.
- Accepting and tracking payments/fees for programs, rental payments, birthday parties, swim usage and donations.
- Recording member absences for the City of Kingston partnership and updating tracking as required for payment purposes.
- Assisting with outstanding payments, and issuing member and follow-up letters/phone calls as required.
- Assisting with new registrations for after school and camp programs.

- Assisting the Supervisor, Customer Service with the management of the after school and camp waitlist as required.
- Assisting with updating RecDesk and the database with member information and program statistics.
- Creating spreadsheets, forms, templates and documents for tracking and reporting purposes.
- Training and supervising front desk support staff. Ensuring that there is a high level of customer service and professionalism.
- \*Scheduling and coordinating the front desk for morning, afternoon, evening and weekend coverage (based on need) with support from the Supervisor, Customer Service.
- All other duties as assigned.

### **Job Requirements:**

- Degree or Diploma in General Office Administration (or equivalent) is an asset
- Up to date CPIC/Police Check (within last 6 months) with Vulnerable Sector Check
- Up to date record of immunizations (including TB, TD & MMR)
- High Five- Principles of Healthy Childhood Development (PHCD) Training an asset
- Current First Aid & CPR Level C
- High attention to detail and organizational skills
- Strong self-direction and independent work skills
- Proficient use of Excel MS, with certificate considered an asset
- Time management skills and ability to meet deadlines
- Customer Service skills
- Valid Province of Ontario Class G driver's license and access to a personal vehicle is an asset.
- Flexibility to work evenings and weekends depending on project requirements.
- Proficient use of the Google Suite of products.
- Comfortable working in a child based/ busy environment

### **Application Process:**

Submit resume and cover letter indicating position applying for to the attention of:

#### **Recruitment Coordinator**

hr@bgcsoutheast.ca

Please note that BGC South East will accommodate candidates as required under applicable human rights legislation. If you require a disability-related accommodation during this process, please inform us of your requirements and we will do our best to accommodate.

We thank all those who apply, however only successful candidates will be contacted for an interview.