



BOYS & GIRLS CLUB
of Southwestern Oregon

Membership Services/Office Assistant

Position Summary:

Receptionist providing customer service and maintaining data bases for members of a fast-paced youth organization.

Essential Job Functions & Key Roles:

- Performs regular secretarial/clerical duties and, particularly, serves as receptionist greeting all members and visitors and maintaining attendance and visitor logs.
- Ensures customers receive prompt, efficient and courteous attention for all contacts and transactions.
- Maintains a master schedule of activities and events, collecting and disseminating information to staff, volunteers, members and families as instructed.
- Ensures appropriate resources and correspondence materials are kept current, maintained and available for public distribution.
- Answers telephones, providing general information, referring callers to other staff or taking messages as necessary.
- Resolves any customer complaints in a friendly, courteous manner and advises the Manager of all serious complaints or incidences.
- Maintains electronic and hard copy filing systems, making sure they are accurate and timely and facilitates easy retrieval of information.

Qualifications/Skills/Knowledge Required:

- High school diploma or equivalent
- One year of office clerical experience
- Training in secretarial/clerical skills and use of common office equipment
- Typing/Keyboarding skills of at least 50 wpm
- Able to file, answer multi-phone lines and do data entry
- Good written and verbal communication skills with strong customer relations
- Good organization and attention to detail
- Ability to work independently or as a team member to carry out assignments to completion
- Ability to multi-task in fast paced environment
- Able to maintain strict confidentiality

Physical Requirements/Work Environment:

- This position is subject to inside environmental working conditions with elevated ambient noise levels during afternoon hours of day.
- May be required to lift up to approximately 10 pounds
- Sufficient hearing and speech to communicate in person or over the telephone
- Ability to sit and/or stand for durations of time
- Retention of names, programs and information pertaining to job site
- Use of standard office equipment including a computer, copier and receipt journaling

Pay:

Starting \$9.50 an hour
25-30 hours a week

Apply at Boys & Girls Club of Southwestern Oregon, 3333 Walnut Ave, Coos Bay, OR or visit our website at www.great-futures.org or an application. Mail applications to BGC, PO Box 1082, Coos Bay, OR 97420.