JOB DESCRIPTION - LCARC Membership / Front Desk Manager

Status: **Non Exempt Part Time**

JOB DESCRIPTION:

This position is a combination of a responsibility for membership administration and front desk management. Skills required include a high level of attention to detail, computer and technical skills, supervisory capabilities, and excellent customer service. The position serves as part of the core management team and therefore fulfills other central staff responsibilities as well.

- Responsible for the membership sales, billing, promotion, and retention
- Responsible for accounting and membership data entry
- Manage all aspects of the front desk including: hiring, scheduling, training, facilitating monthly staff meetings, and serving as front desk back-up as necessary. Most of the hours of this position are performed at the reception desk.
- Oversees the vending and other sales
- Serve as part of Management Team including serving on at least one committee
- Responsible for ordering all office supplies and equipment as needed.
- Responsible for the LCARC Front Desk computer system and its programs
- Develop and update an effective Front Desk employee staff manual and Membership manual
- Assist with the annual audit
- Assist with major programs and events
- Other duties as assigned by the LCARC Director

NECESSARY SKILLS AND ATTRIBUTES:

- Strong administrative skills and attention to detail
- Communication and technical skills such as writing, proof reading, interpersonal communications, computer literacy, spreadsheets
- Excellent customer relation skills and development of priorities in a fast-paced work environment.

EXPERIENCE:

- Experience with staffing employees and using word processing, spreadsheet software, data entry, handling employee relations, and benefits administration desirable.
- Preparation of work schedules to coincide with time-wage records necessary to maintain accountability accuracy.
- Familiarity with QuickBooks, Excel and Point of Sale software is a plus.

CONDITIONS OF EMPLOYMENT:

- Must be able to lift at least 20 pounds, bend, reach, type, and perform the other physical aspects of the position.

Membership/Office Manager:

Signature: _____Date: _____

LCARC Director:

Signature: _____Date: _____