

# JOB DESCRIPTION



Job Title: **Front Desk Coordinator**  
Job Type: Hourly  
Employment Status: Seasonal, Part-Time  
Reports to: Director of Operations and Engagement

Division: Programs  
Department: Operations & Engagement  
Salary Range: \$15-\$20 per hour  
Revision Date: 4/2026

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## Position Summary:

The Front Desk Coordinator at The Skills Center plays a key role in creating a welcoming, organized, and supportive environment for youth, families, coaches, and community partners. As the first point of contact, this position supports daily front desk operations, assists with program registrations, manages participant check-in and check-out, and collects program fees. The Front Desk Coordinator helps ensure smooth program operations while supporting The Skills Center's mission to empower youth through sports, education, and personal development. The ideal candidate is friendly, dependable, and passionate about working in a youth-centered, community-focused environment.

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## Key Responsibilities

### Front Desk Coordination

- Create and maintain meaningful and impactful relationships with youth, families, and community members, to increase program visibility and participation.
- Greet and assist visitors, members, and program participants in a friendly and professional manner
- Manage front desk operations, including answering phones, responding to inquiries, and directing guests appropriately
- Provide accurate information regarding programs, schedules, policies, and facility guidelines
- Address customer concerns or issues promptly and escalate when necessary
- Maintain a clean, organized, and welcoming front desk area
- Handle participant check-in and check-out procedures accurately and efficiently
- Ensure front desk technology (radios, laptops, iPads) are charged and ready for daily use

### Programs and Activities Registration

- Process program registrations and memberships, using registration software or databases
- Collect payments for programs, memberships, and services; balance cash drawer and reconcile transactions
- Assist youth and families in completing program applications, enrollment forms, and related paperwork.

### Compliance and Risk Management

#### Data, Reporting, and Compliance

- Assist in collecting participant data, surveys, or evaluations.
- Assist with tracking attendance, participation, and success indicators.
- Submit all required data in a timely manner

#### Safety and Risk Management

- Apply TSC policies and procedures, including those related to best practices, emergency procedures, medical and disciplinary situations.
- Assist in inspecting TSC building zones to ensure the safety, orderliness, sanitation and cleanliness of facilities.

- Reporting any items that may cause a health or safety hazard to staff, members or guests to the Director of Operations and Engagement
- Immediately report any suspicious behavior and violations of policy and procedures to your supervisor.
- Use discretion and independent judgment in handling confidential and sensitive information in connection with TSC program responsibilities and communication to/from leadership, staff, vendors, and guests.

## Education and Qualifications

- High school diploma or equivalent required
- Previous customer service, front desk, or administrative experience preferred
- Strong interpersonal and communication skills
- Comfortable handling cash, credit card transactions, and basic financial procedures
- Proficient in basic computer applications (Microsoft Office, registration or POS systems)
- Ability to multitask, prioritize, and maintain attention to detail
- Dependable, punctual, and professional in appearance and conduct
- Empathy, patience, and the ability to actively listen to the needs of others.
- Ability to work independently and as part of a team in a fast-paced environment.
- Flexibility to work evenings and weekends as needed.
- Commitment to the organization's mission and values.

This position offers an exciting opportunity to make a meaningful impact on the lives of young people by facilitating access to transformative programs and services. If you are passionate about youth development and possess the skills and qualifications outlined above, we encourage you to apply and join our team.

## Compensation and Benefits

- Competitive hourly wage
- Professional development and training opportunities
- Opportunities for advancement within the organization

### **\*\*How to Apply:\*\***

Interested candidates should submit their resume and any relevant supporting documents to Careers at [Careers@theskillscenter.org](mailto:Careers@theskillscenter.org). Please include " Front Desk Coordinator" in the subject line.

The Skills Center is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences.