



of Columbus &
Phenix-Russell

POSITION DESCRIPTION

Position:	Center Receptionist
Reports To:	Center Director
Status:	Part-time, hourly, non-exempt
Hours:	2:00 pm – 7:00 pm, Monday-Friday during school year 9:00 am – 5:00 pm, Monday-Friday during summer camp

The mission of Girls Inc. of Columbus is to inspire all girls to be strong, smart, and bold. Our comprehensive approach to whole girl development equips girls to navigate gender, economic, and social barriers and grow up healthy, educated, and independent. Informed by girls and their families, we also advocate for legislation and policies to increase opportunities for all girls and address the systemic barriers that impede girls' success.

Originally founded as The Girls Club of Columbus, Girls Inc. has educated and empowered girls in Columbus since 1952. Through after school and full day summer programs, as well as a year-round sports program, our organization annually serves a diverse group of more than 1,800 girls, ages 6 to 18. Girls Inc. of Columbus is an affiliate of Girls Inc., which serves nearly 160,000 girls annually through a network of affiliates across the US and Canada.

Job Summary

The receptionist is responsible for welcoming visitors and members to the organization and providing general office and administrative support for a busy Center. To be successful in this role, the receptionist must be an energetic, responsive, and compassionate self-starter.

S/he needs excellent written and verbal communication skills, as well as computer competency and familiarity with Microsoft Office applications. A positive and professional attitude and appearance is required at all times, as are independent judgement, a calm demeanor, and the ability to prioritize and organize a diverse workload.

Principal Responsibilities

- Greet clients and visitors with a positive, helpful attitude and direct visitors to the appropriate person.
- Provide excellent internal and external customer service.
- Answer phones promptly and in a professional and courteous manner.
- Help maintain Center security by enforcing safety procedures and controlling building access.
- Accurately relay messages or other information.
- Perform various office administrative tasks, such as filing, data entry, and receiving, sorting, and distributing daily deliveries.
- Communicate basic information about Girls Inc. to prospective clients and visitors.
- Perform opening and closing duties.
- Monitor arrival and departure of girls, ensuring they scan in and out
- Ensure volunteers sign in and out, and parents complete sign-out procedures.
- Communicate emergencies promptly to the Center Director or Senior Management.
- Attend staff meetings and training as required.

Qualifications and Key Competencies

Required

- High School Diploma or GED.
- Initiative and reliability.
- Customer service orientation.
- Prior experience as a receptionist or in administrative support role.
- Detail-oriented with excellent written and verbal communication skills.
- Competency in Microsoft applications including Word, Excel, PowerPoint, and Outlook.
- Good time management skills.
- Experience with administrative and clerical procedures.
- Ability to establish and maintain cordial relationships with clients and all levels of staff.

Preferred

- One or more years’ experience working in a youth organization or a related field
- Experience working with girls ages 6-18
- Bilingual Spanish a plus

Conditions of Employment

Employment by Girls Inc. for all positions is contingent upon successfully passing a criminal background check, including a sex offender check, as well as a pre-employment drug screening and a review of Department of Motor Vehicles records as required and allowable by law. Employees hired for positions requiring a valid driver’s license must be continuously insurable under the Girls Inc. insurance policy throughout their employment period.

It is the established policy of Girls Inc. to provide equal employment opportunities to all qualified persons and to administer all aspects and conditions of employment without regard to race, color, national origin, citizenship, religion, pregnancy, sex, sexual orientation, gender identity, age, disability, genetic information, military status, political belief or any other characteristic protected under applicable federal or state law.

I certify that I have read and fully understand the requirements and expectations of this position.

Agreed and Accepted:

Signature

Print Name

Date