



TITLE: Director of First Impressions

DEPARTMENT: Administration

REPORTS TO: Chief Executive Officer and Chief Operations Officer
Director

FLSA STATUS: Exempt Non-Exempt

Salary Range: \$38,000-\$42,000

Application closing March 31st

PRIMARY FUNCTION:

The Director of First Impressions coordinates administrative and operational systems and procedures to support Club achievement of program and fundraising goals. Serves as a liaison with vendors and suppliers to maintain equipment and supplies. Maintains office calendar of events and deadlines and monitors workflow. Trains staff in office procedures and equipment use. Prepares correspondences and reports, manages schedules and calendars, maintains personnel files. Some financial record-keeping necessary.

KEY ROLES (Essential Job Responsibilities):

1. Perform duties such as preparing correspondence and reports as requested by Club executives.
2. Manage Supervisors calendar, scheduling meetings, and arranging logistics. Coordinate logistics and materials for Board meetings, preparing agendas and minutes as necessary.
3. Maintain master schedule of Club activities and events, collecting and disseminating information to Club staff, volunteers, members and families as instructed.
4. Manage facility rentals for outside groups.
5. Complete in-take and on-boarding process for all Club employees. Ensure adherence to appropriate standards and procedures per policy manual.
6. Maintain financial records and pay bills according to standards and controls in collaboration with accountant.
7. Ensure a clean, healthy, safe, positive environment is created and maintained, producing a sense of physical and emotional safety.
8. Answer telephones, providing general information and referring callers to appropriate Club locations as necessary.

Director of First Impressions

9. Act as content expert for Front Desk staff at all Club locations, supervising and coaching on communication and customer service needs.

ADDITIONAL RESPONSIBILITIES:

1. Purchases supplies and equipment, in compliance with child safety and other relevant standards and procedures.
2. Exercise authority in problems relating to facility, human resource, or club member safety.
4. Assume other duties as assigned.

RELATIONSHIPS:

Internal: Maintain close, daily contact with Club professional staff to ensure a clean, healthy, safe, positive environment is created and maintained. Act as an internal connector and communicator to Clubs across Benton County via the Administrative office.

External: Maintain contact with Board volunteers, community contacts, Club members, families and the general public to give and obtain information, either in response to inquiries or as instructed by supervisor.

SKILLS/KNOWLEDGE REQUIRED:

- High school diploma required; Bachelor's degree from an accredited institution of higher education preferred
- Combination of education, training and experience equivalent to three years in office administration or support role
- Demonstrated knowledge of processes related to office management
- Understanding of procurement standards and procedures
- Excellent written and verbal communication skills
- Able to maintain strict confidentiality.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

- *Physical demands:* The position requires verbal and written conversation with others, sitting, standing, walking, bending, climbing, reaching, strenuous lifting/moving objects up to 25 pounds and use of hands to manipulate, handle or feel objects, tools or controls.
- *Work environment:* Work will be performed in a youth development environment, gymnasium, office spaces, game rooms, outdoors, and in communities served. The noise level in the work environment can be loud.

Please submit Resume and Cover Letter: Attention Julie Gunter,
jgunter@bgcbentoncounty.org