



## **Front Desk Attendant**

**Job Type: Part-time**

**Job Location: Lancaster, PA**

**Reports To: Administrative Coordinator**

**Job responsibilities include but are not limited to:**

The Front Desk Attendant is responsible for managing the front desk operations, greeting visitors, answering phone calls, data entry, and basic administrative duties.

**THE FRONT DESK ATTENDANT MUST BE:**

- Willing to sign The Mix Statement of Faith.
- Have a passion for the mission of The Mix and fully support the organization's core values.

**RESPONSIBILITIES WILL INCLUDE, BUT NOT LIMITED TO:**

1. Manage the front desk; track all incoming and outgoing traffic.
2. Assist with directing students to the proper activity/area.
3. Answer phones and direct calls to appropriate staff members.
4. Make phone calls to parents & families as needed.
5. Communicate effectively with the program team, documenting data in student records.
6. Assist with sanitizing and cleaning.
7. Provide support in setting up/cleaning up after programs, activities, and events.
8. Set clear boundaries for students by enforcing The Mix rules and policies.
9. Continually monitor and supervise the safety and behavior of all students in the Front Desk and Lobby area.
10. Be a responsible and positive adult role model.

11. Engage students with a high level of enthusiasm and energy.
12. Assist with programming as needed.

**MUST POSSESS:**

1. Professionalism.
2. The ability to work well with individuals and groups of students in a fast-paced and highly detail-oriented environment.
3. Handle confidential information appropriately.
4. A friendly, responsive, and patient demeanor and outgoing personality.
5. Sensitivity to different opinions and adaptability to various personalities.
6. Strong communication and interpersonal skills, including both writing and verbal.
7. Personal and professional integrity. Committed to excellence.
8. Clear and creative thinking.
9. Strong organizational skills.
10. The ability to lift more than 15 to 20 pounds.

**EDUCATION:** High School Diploma or equivalent

**EXPERIENCE:** Customer service experience, particularly in a youth-oriented environment, is a plus.

**HOURS/AVAILABILITY:** This is a part-time position. Must be available between the hours of 3:15 PM-6:15 PM, Monday through Thursday.

**HOW TO APPLY:**

Completed applications, along with resumes and cover letters, should be emailed to [info@themixlanaster.org](mailto:info@themixlanaster.org).