



OPEN POSITION

Mission of Big Brothers Big Sisters: to provide children facing adversity with strong and enduring, professionally supported one-to-one mentoring relationships that change their lives for the better, forever.

Position Name: Weekend Lobby Manager

Purpose of Position: Manage the front desk on Saturday and ensure superior customer service to guests.

Primary Job Responsibilities:

- Greet guests in the lobby.
- Direct guests to the appropriate meeting room/staff person.
- Ensure the safety of children in the lobby area.
- Review the daily calendar.
- Know how to access the Training calendar.
- Take RSVP's.
- Answer phones.
- Archive program files.
- Other duties as assigned.

Qualifications: Customer service experience preferred. Telephone and computer skills required.

Competencies Required:

ALL EMPLOYEES

- Adaptability: Can adjust to new conditions.
- Communication- oral/written: Is effective at connecting and exchanging information with others for results.
- Creativity: Thinks outside the box, uses imagination for innovation.
- Customer Focus: Cares about the satisfaction of all Bigs, Littles, parents and other BBBS stakeholders.
- Diversity: Values different perspectives and experiences. Relate well in multicultural environments.
- Excellence: Is committed to quality work and outcomes.
- Integrity: Acts with honesty; is trustworthy.
- Pragmatic: Is logical and rational when problem solving or managing projects.
- Resourceful: Finds ways to overcome barriers to meeting goals.
- Stress Management: Controls stress for optimal everyday functioning.
- Teamwork: Collaborate with other staff in a team environment to work cooperatively and effectively with others to set goals, resolve problem, and make decisions that enhance organizational effectiveness.
- Listening: Demonstrates the ability to give attention to, understand and respond effectively to team members and program participants.
- Self-awareness: Understands own character, feelings, motives, and desires.
- Tenacity: Perseveres in the face of a challenge or difficult task.

Pay Rate: \$15 per hour

Hours: Saturday 9:30 am – 2:00 pm

Resumes to: careers@bigmentor.org.