



JOB TITLE: Reception Attendant	DEPARTMENT: Community Engagement
ROLE & LEVEL: Non-Management	REPORTS TO: Community Engagement Director
Part Time – Avg of 20 work hours a week	FLSA STATUS: Hourly / Non-Exempt
Hourly Rate: \$18h	
Resume & Cover Letter accepted via email / PDF format to: JRosado@nbvillage.com	Open until filled

WORK OBJECTIVE:

Responsible for providing part-time support for general community center operations, including assisting with youth and adult recreational programming, front-desk reception duties, and maintaining a welcoming, safe environment for residents and visitors. Work involves participant interaction, customer service, basic administrative tasks, program assistance, and facility support. The position requires excellent communication skills, reliability, and the ability to work effectively with individuals of all ages.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Assist in implementing and supervising youth and adult programs, workshops, classes, and recreational activities.
- Provide positive engagement with program participants, ensuring safety, inclusion, and adherence to community center guidelines.
- Support setup and cleanup for daily activities, classes, meetings, and special events at the community center.
- Maintain a clean, organized, and safe environment in activity rooms, common areas, and reception spaces.
- Serve as a front-desk receptionist, greeting visitors, answering phones, providing information, and directing inquiries professionally.
- Assist with participant check-in/check-out, registration, attendance logs, and maintaining accurate records.
- Provide basic clerical support such as filing, organizing materials, and preparing program documentation.
- Communicate courteously with parents, guardians, program participants, and Village staff.



- Support special events, public programs, and community engagement initiatives as needed.
- Report facility concerns, incidents, or safety issues promptly to supervisory staff.
- Ensure compliance with safety rules, departmental procedures, and Village regulations.
- Perform other duties as assigned.

SUPERVISION:

- None

MINIMUM QUALIFICATIONS:

- High school diploma or GED; supplemented by experience working with the public, youth programs, recreation activities, or customer service; or equivalent combination of education and experience.
- Experience working with children, adults, or in a community-center environment preferred.
- Strong communication and customer service skills.
- Ability to obtain First Aid, CPR, and AED certifications.
- May be required to maintain a valid Florida driver's license.
- Bilingual ability preferred.

PREFERRED QUALIFICATIONS:

- Prior municipal or community-center experience involving youth/adult programming or reception duties.
- Familiarity with CivicRec or other recreational management software.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of community recreation activities and basic supervision practices for youth and adults.
- Ability to communicate clearly and courteously with residents, visitors, staff, and program participants.
- Ability to operate a computer using Microsoft Office applications and department software.
- Ability to maintain accurate records, logs, and check-in/check-out documentation.
- Ability to multitask effectively in a public-facing, fast-paced community center environment.
- Ability to work cooperatively with staff, volunteers, and program partners.
- Ability to maintain professionalism while handling sensitive or confidential information.
- Ability to work part-time hours consistently and flexibly, including evenings or weekends as needed.
- Ability to pass required background check and drug screening.

PHYSICAL REQUIREMENTS:

Tasks involve light physical effort and may include lifting or moving items up to 20 pounds. Work may require extended periods of standing, walking, and occasional setup or cleanup activities.



ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed indoors without exposure to adverse environmental conditions; however, outdoor work may be required during community events and recreational activities.

SENSORY REQUIREMENTS:

Tasks require sound and visual perception and discrimination. Tasks require oral communication ability.

****The Village is an Equal Opportunity Employer****