

**Position Title:** Front Desk Receptionist (Help Desk)

**Location:** Minsi Trails Council, 991 Postal Road, Allentown PA 18109

**Job Summary:**

Responsible for serving the needs of all Minsi Trails Council volunteers and public customers in the Scout Service Center.

**Primary Job Functions (80% of the day):**

- Customer Service. (Internal and External Customers)
- Serve as the primary point of contact working at our front desk for in person visitors and phone call customers.
- Serve as a help desk attendant answering questions as requested by customers.
- Handle daily over the counter cash/check and credit card transactions.
- Balance the daily cash drawer and provide controller necessary daily point of sales reports.
- Prepare daily deposits.
- Maintain accurate records for Unit Account deposits and withdrawals.
- Maintain accurate district and council event registrations & payments.

**Secondary Job Functions (20% of the day):**

- Keep display rack in front lobby up to date with current materials.
- Maintain inventory of patches and other items sold at the front desk.
- Audio/Video equipment check in/out.
- Birthday cards for employees.
- Maintain conference room scheduling.

**Essential Job-Related Skills:**

- Well organized.
- Ability to speak clearly.
- Ability to multi-task.
- Enthusiastic Team Player.
- Ability to work with online database programs and Microsoft suite.
- Willingness and ability to work with both volunteers and staff members.
- Moderate Microsoft Excel and Word skills and experience.
- Capable of planning for upcoming tasks without immediate supervision.
- Friendly and customer oriented.

**Hours:**

- 8:30 AM to 5 PM Monday thru Friday.

**Compensation:**

- TBD Based on experience. Compensated with an hourly rate.
- Medical and Retirement benefits available.
- Paid Time Off (PTO) offered.
- Position considered full time, non-exempt.

**Email Resumes to Rick Christ:** [RichardD.Christ@Scouting.org](mailto:RichardD.Christ@Scouting.org).