
Summer Youth Programs

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Front Desk Manager Position Description

The Basics

Front Desk Managers are in the center of it all. Maintaining a busy hub for both staff and participants, they're in the know of all happenings at Summer Youth Programs. They remain calm under pressure and are an example of high quality customer service. Multitasking is key as you will quickly respond to a variety of needs such as managing medications, answering the phones and making merchandise sales. They have superb communication skills and attention to detail, serving as a crucial relay point between students and professional and lead staff. Front Desk Managers are well-organized and trustworthy while handling participant information and money. They are productive working independently or with a partner and are able to refocus quickly after visitors to the desk.

Compensation and Work Timeline

- Mid-June - early August (6wk* employment plus 1wk required training)
- Base Salary: \$10.20 per hour (up to 40 hours)
 - Supervisor approval is required for any hours over 40/week for all jobs on Michigan Tech campus combined
- Paid training
- Meals during a work shift will be provided in the residence hall
- Hours vary between 7 AM - 11 PM, 7 days a week

* Week 6 scheduling subject to need.

Essential Duties and Responsibilities

- Provide professional assistance at the desk to participants, faculty, staff, students, and the public
- Ensure on-time administration of participant medication
- Answer and route incoming calls to the appropriate location
- Assist participants and parents with inquiries regarding the program
- Organize off-campus food ordering and delivery
- Maintain a lost & found for participants

Michigan Technological University is an Equal Opportunity Educational Institution/Equal Opportunity Employer that provides equal opportunity for all, including protected veterans and individuals with disabilities.

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- Maintain inventory of indoor games and SYP merchandise
 - Keep clear and accurate records of participant medications, indoor game check in/out, merchandise sales, parking pass sales, and meal pass sales
 - Regularly balance the cash box and report irregularities to the Logistics Coordinator
 - Assist with filing and data entry
 - Collaborate with Wadsworth Hall front desk staff
 - Maintain the student message board
 - Ensure safety of participants
 - Other duties as assigned

Required Education, Knowledge, and Skills

- Have completed at least one year of college or equivalent experience
- Accountability with large sums of cash
- Experience with customer service and basic computer skills
- Flexible schedule that allows you to work evening/weekend hours
- Ability to maintain confidentiality with sensitive information
- Embrace diversity and enjoy working with students from many different cultural, ethnic, and economic backgrounds
- Maintain positive outlook
- Attention to detail and emphasis on safety

Desired Knowledge, Skills, and/or Abilities

- Experience working with youth in a mentoring situation
- Valid US driver's license with fewer than 6 points(MI or other state equivalent)
- Completed Michigan Tech Public Safety Van training*
- CPR/First Aid with AED Training*

*Training provided prior or during orientation

Work Environment

Summer Youth Programs is a fast paced work environment that engages over 1,000 students each year in high-impact educational experiences that prepare them for post-secondary success. Successful employees often need to spend prolonged periods of time on their feet and lift up to 50 pounds.

Required Training and Other Conditions of Employment

Successful applicants will be required to attend a week long paid training the week prior to the start of Summer Youth Programs. All successful applicants must also submit to and pass a State of Michigan background check prior to employment.