

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 crucial relay points 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.

What We look for:

- Have completed at least one year of college or equivalent experience (must be 18+)
- Ability to maintain confidentiality with sensitive information
- Willingness to be an authority figure first and friend second
- Embrace diversity and enjoy working with students with many different cultural, ethnic, social and economic backgrounds
- Emphasis on safety
- Ability to conduct oneself with professionalism and calm in a spectrum of situations
- Experience working with youth

Do these things interest you? You will:

- 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 and found for participants

- Keep clear records of participant medications, check in/out, merchandise sales, parking pass sales, and meal pass sales
- Regularly balance the cash box and report to Logistics Coordinator
- Assist with filing and data entry
- Collaborate with Wadsworth Hall front desk staff
- Other duties as assigned

Compensation and Work Timeline:

- June 9 - July 25 (5 week employment + 1 week paid training)
- Full-time, hourly (not to exceed 40 hours per week)
- Meals are provided during your shift in the dining hall
- For Residence Counselors, housing and additional meals are provided
- Hours vary from week to week, use these as a guideline
 - Shifts between 7AM-11pm, 7 Days a week

Required Training and 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 and pass a State of Michigan background check prior to employment. Successful candidates will also pass a student code of conduct review.

Why Summer Youth Programs?

Summer Youth Programs is a fast paced work environment that engages over 1,000 students each year in high-impact educational experience that prepare them for post-secondary success. Employees will gain valuable experience working with youth as well as career development opportunities.