

Job Posting

BGC Dovercourt is looking for **Front Desk Staff!**

BGC Dovercourt is a not-for-profit organization that provides after school, summer and March break programs for over 1,000 children and youth at two locations in Toronto's west end. The mission of the Club is to provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

Position: Front Desk Staff

Duration of Contract: April 2026

Reports to: Operations Manager

Location: Dovercourt Clubhouse, 180 Westmoreland Ave

Hours: Part-time - Monday to Friday, and Weekends

Key Responsibilities:

- Assist with member registration processes and program sign-ups at the intake or front desk.
- Maintain an up-to-date master emergency contact list and ensure all membership information is fully completed and stored in both hard copy and electronic formats.
- Collaborate with Accounts Receivable and accounting personnel to ensure timely payment and accurate record-keeping of memberships and fees.
- Maintain accurate and current lists of members by location and school, and systematically collect and store attendance records.
- Process payments and financial transactions according to club policies, including cash, credit, and other methods.
- Develop and maintain an organized, accurate filing system for all membership, registration, payment, and attendance documents.
- Greet visitors, members, and guests professionally and provide excellent customer service by responding to inquiries and directing them appropriately.
- Handle phone calls, direct messages, and relay information efficiently and professionally.
- Manage email correspondence daily with professionalism and accuracy.
- Keep the front desk and office space clean, organized, and supplied with necessary materials.
- Assist with data entry tasks and support special projects or administrative tasks as they arise.
- Membership Forms must be collected, verified, and stored securely.
- Program Registration Forms should be maintained as originals for verification purposes.
- The Original Attendance List must be kept as a record of participant presence.
- The Member Emergency Contact and Master List is maintained and updated regularly.
- Perform other administrative tasks, as assigned

Qualifications:

- Experience in an administrative/data entry position
- Experience working with children and youth and customer service
- Team player with great time and stress management skills
- Familiarity with Microsoft Office and strong attention to detail
- Strong work ethic and ability to work in fast paced environments
- Valid Standard First Aid and CPR
- Clear vulnerable sector police record check is required

We thank all candidates for their interest; however only those under consideration will be contacted.

Interested applicants, should submit a cover letter to careers@bgcdovercourt.com and resume.

Subject: Front Desk

BGC Dovercourt is committed to employment equity. We thank all applicants, however, only those considered for an interview will be contacted. We welcome and encourage applications from people with disabilities. We are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. Accommodations are available throughout the recruitment process and applicants with a disability may request to be accommodated throughout the recruitment process. We will work with all applicants to accommodate their individual accessibility needs.

Job Types: Full-time, Part-time Contract

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