



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

300 W. Lanikaula Street  
Hilo, HI 96720  
808-935-3721

<https://islandofhawaiiymca.org/>

## **Front Office/Administrative Assistant Position Description**

- DEPARTMENT:** Front Office/Fitness Center/Admin
- SUPERVISOR:** Office Manager, CEO
- WORK HOURS:** Monday – Friday (hours to be determined)  
30-minute lunch  
40-hour work week (hours may be flexed with approval by CEO)
- LOCATION:** 300 W. Lanikaula Street, Hilo
- QUALITIES:** Energetic professional who does not mind wearing multiple hats. Experienced in handling a wide range of administrative and executive support related tasks and able to work independently with little or no supervision. Well organized, flexible and enjoy the administrative challenges of supporting an office of diverse people.
- RESPONSIBILITIES:**
- Manage relationships with vendors, service providers and landlord, ensuring that all items are invoiced and paid on time.
  - Work with fiscal office on Maui to ensure invoices are paid and checks are issued appropriately. This includes payment to vendors and reimbursements to employees, petty cash.
  - Maintain front office, answer telephone, assist with membership registration, take messages, and carry out other requests. Provide receipts upon payment of membership fees, and conduct cash, check, and credit/debit card transactions at the front office.
  - Responsible for developing and implementing office policies by setting up procedures and standards to guide the operation of the office.
  - Ensure filing systems (electronic and manual) are maintained and current.
  - Establish and monitor procedures for record keeping (accounts payable and accounts receivable)
  - Coordinate schedules, appointments, and bookings. Assist with employee schedule posting. Point of contact for employees/messaging.
  - Monitor maintain and order supplies, materials for various programs (Youth Program, Gym Facility, Family Visitation Center) and inventory of equipment.
  - Handle customer/member inquiries and complaints.
  - Welcome YMCA members and visitors by greeting and checking in direct members and staff as they enter the facility. This will include ensuring

temperature checks, sanitization and collection of member/visitor information that may be required.

- Use proper personal protective equipment during COVID-19 pandemic which includes face mask, hand sanitization, etc., based on recommendations by the CDC and local government officials.
- Update, train and supervise Gym Associates on scheduling, processing membership, payments, sales, etc.
- Update and run reports on various programs (Food Bank, Gym Master, Authorize.net, Medical Memberships, credit card reconciliation, etc.) accordingly.
- Facility rental agreements and reservations. (Multi-purpose room, certified kitchen, etc.)
- Oversee and complete clerical tasks, such as sorting and sending mail, updating employee mailboxes, employee nametags, collecting timesheets, distributing payroll, etc.
- Work harmoniously with others; other related duties (including refilling paper towels, toilet paper, office trash, keeping shared areas neat and sanitized, etc.)

**KNOWLEDGE & REQUIREMENTS:**

- Basic understanding of accounting principles for accounts payable and accounts receivable.
- Proficient and familiar with Microsoft Office Software programs (Excel, Word, PowerPoint) and Google Docs
- Working with spreadsheets, calculations to keep track of fiscal matters while paying attention to detail.
- Office management responsibilities, systems, and procedures
- Time management skills and ability to multi-task and prioritize work assignments.
- Safe and secured working environment.
- High school graduation or equivalent.
- 5 years of work-related experience or 2 year associate degree at community college.

I acknowledge receipt of the position description and confirm that I can perform the duties, understand the responsibilities, and have the knowledge to perform the job of Front Office/Administrative Assistant.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Employee's Printed Name

Date: \_\_\_\_\_

Acknowledged by:

\_\_\_\_\_  
Wendy Botelho-Cortez, CEO

Date: \_\_\_\_\_