Front Desk General Duties

Daily

* Payments - Record payments in MTS, payment log, & receipt book
* Attendance – Record general attendance, update all activities, & print snack attendance report
* Maintain member files
* Post notices & update memo board as needed
* Monitor cameras & front entry
* Answer phone & check email
* Maintain front office area

\*End of day: Clear top counter, sign out of computer, secure member files, lock door, & turn out lights

Weekly

* Mondays – Run Balance/Collections Report & print statements for outstanding balances
* Fridays – Print attendance and Sign In/Sign Out sheet for the upcoming week
* Update Blue Binder/Member Contact List
* Call primary contact to inquire about members after 3 days not in attendance
* Inventory office supplies & order as needed
* Encourage members to check lost & found box

Bi-Weekly

* Inform Unit Director of outstanding balances at 15 and 30 days past due
* Prepare payment logs, cash bag, & Dothan Folder to be sent to Dothan

Monthly

* Print balance report & account statements, track & report outstanding balances
* Consolidate Draft accounts with Christy Browning
* Add Draft payments to accounts for the 15th of each month
* Auto Billing – Perform auto billing procedure on the 25th of each month for the 1st of the following month