



**BOYS & GIRLS CLUBS
OF ADA COUNTY**

POSITION DESCRIPTION

TITLE: Membership Services Coordinator (Full-Time, Wage Employee)

DEPARTMENT: Moseley Center / Meridian Club / Kuna Club / Peregrine Club

REPORTS TO: Unit Director

COMPENSATION: (Starting) \$9.50 – 11.50 DOE, Full Benefits

HOURS: 30+ Hours /Week

PRIMARY FUNCTION:

Responsible for managing the daily accounts receivable and data integrity for assigned unit. Ensures that all club members, parents, staff, volunteers and community members are greeted warmly, meet the requirements for participation and are cared for as they enter and leave the facility. This position also manages the volunteer coordination duties to include vetting, onboarding, training, and scheduling of volunteers.

KEY ROLES (Essential Job Responsibilities):

Create a warm and inviting environment for all club attendees

1. Foster a warm, friendly and inviting environment that supports Youth Development

Outcomes:

- a. Greet those who enter and/or exit the building and ensure proper club check-in / out procedures. Learn members' names.
- b. Monitor entrance to ensure that only authorized adults and currently active members enter the building.
- c. Engage parents and community members in polite conversation and respond to their needs with prompt and courteous service.
- d. Ensure that members are encouraged to participate in a variety of program areas/activities and receive instruction and constructive feedback to develop skills in program area(s).
- e. Demonstrate leadership to assure conduct, safety and development of members.
- f. Address discipline issues as needed, making referrals to the directors when needed and work with youth to make positive choices.
- g. Communicate with parents to include them in guidance issues, keep them informed about youth behavior, and resolve questions and problems.
- h. Administer First Aid for members
- i. Maintain cleanliness in the lobby throughout the day

Membership Tracking System (MTS) / Financial Account Integrity

2. Manage MTS software and become proficient at producing reports, activities and other functions of the software.

3. Input all membership records efficiently and effectively.
4. Receive and record all monetary payments made on a daily and/or recurring basis.
5. Close all accounts each day and place in designated, secure location.
6. Contact customers with outstanding balances and provide help in managing the collections of members who owe.

Volunteer Coordination

7. Respond to volunteer inquiries and provide information to prospective volunteers including our requirements.
8. Process volunteer applications and conduct background checks on all volunteer applications which pass our requirements.
9. Schedule onboard volunteer orientations and conduct training to ensure volunteers are properly prepared for their scheduled shifts.
10. Develop scheduled shifts with each volunteer, tracking their progress, and contacting, recognizing, and in other ways helping volunteers sustain their commitment to help with Club services as appropriate.

Marketing and Public Relations

11. Increase visibility of Club programs via posting of daily schedule, announcements of upcoming events and the dissemination of timely information for the development of advertising and promotion through front desk literature, e-mail, fliers and media releases.

ADDITIONAL RESPONSIBILITIES:

1. May oversee special programs and/or events (i.e. Keystone, Youth of the Year and Awards Programs), and/or participate in the implementation of other unit activities as necessary.
2. May consult with parents concerning member and Club issues.
3. May close building in the Program Director's absence (building key & code required).

RELATIONSHIPS:

Internal: Maintain close, daily contact with parents, Club staff (professional and volunteer), Club members, and supervisor to receive/provide information, discuss issues, explain or interpret guidelines/instructions; instruct, and advise/counsel.

External: Maintain contact with Unit Director as needed to foster community relations.

SKILLS/KNOWLEDGE REQUIRED:

- High school diploma or equivalent experience.
- A minimum of two years work experience in a Boys & Girls Club or similar organization managing accounts and customer service.
- Familiar with office equipment and the Microsoft Office Suite
- Strong communication skills, both verbal and written.
- Demonstrated organizational, interpersonal and financial management abilities.
- Obtain CPR and First Aid Certifications

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, nor limit the ability of the organization to create its own boundaries around employee work performance or compensation.