



BOYS & GIRLS CLUBS
OF THE LEWIS CLARK VALLEY

JOB DESCRIPTION

Position: Membership Services Director

Supervisor: Club Director

Status: Part-time/Hourly/ Non-exempt

Last Revision: 3/4/20

Job Summary:

The Membership Services Director employee is the primary link of communication between members, parents, and the general public. He/she is responsible for maintaining positive, friendly interactions and maintaining a clean, organized image at the front counter. The Membership Services Director directs the public to information and resources, as well as to program managers and administration when necessary. He/she must keep current records in the Membership Tracking Services (MTS).

Qualifications:

- High School Diploma
- Minimum of two years' experience in customer service (preferred)
- On-the-job training

Skills/ Knowledge:

- Strong communication skills, both verbal and written
- Ability to use time management skills to prioritize tasks, complete deadlines while maintaining a balanced schedule (i.e. Clerical, filing, etc. shall be done during the time before daily youth membership arrival. Kids and parents are priority in the afternoon)
- Basic computers and adding machine skills, as well as answering multiple phone lines
- Member Tracking System (MTS) entry and management skills
- Ability to be self-motivated and multi-task
- Ability to work with diverse personalities in a busy, stressful environment
- Ability to work with and contribute in a team setting
- Keen knowledge of Club programs, hours, fees, policies, rules and procedures, as well as other pertinent information about the Club and organization

Major Job Functions:

- Responsible for the organized operation and cleanliness/orderliness of the front counter area. Create a positive image. This is the first area members, guests, donors, and the public see when they enter
- Give and take accurate information over the phone as well as at the counter, and get information to and from the appropriate individual(s)
- Greet and identify Club members, parents and visitors, friendly customer service is a must

- Observe the utmost of privacy in regards to member and fellow employee information
- Accurately write receipts for monies taken in at the front counter
- Complete daily tallies of the money drawer and place in the safe
- Record and track all members participating in fee-based programs which may involve collection of fees
- Accurately and completely record memberships into the Membership Tracking System (MTS) and file the hardcopy
- Make sure that all members are signing in and out with no more than a 5% error in MTS records
- Monthly data clean-up of all members in MTS for missing and/or incorrect data
- Maintain adequate supply of registration and general Club material for the public. (Notify appropriate program managers if additional forms need to be made)
- Serve as a positive force in the organization by providing leadership and support in communicating effectively with staff, management, Club members, and volunteers.
- Contribute to the successful implementation of policies and procedures, professional standards and communication throughout the Boys & Girls Clubs of the Lewis Clark Valley

Working Conditions:

The Membership Services Director works at the front counter. He/she shall work directly with staff, management, Club members, and the general public, both in person and by telephone. General work hours will coincide with the hours that the Club is operational.

Additional Responsibilities:

- Attend weekly meetings as deemed necessary by supervisor
- Provide leadership and support in all Club programs, events and activities
- Adhere to the policies and procedures of the Boys & Girls Clubs of the Lewis Clark Valley
- Other duties as assigned

Relationships:

- Maintain positive and friendly interactions with various individuals in person as well as over the phone.
- Maintain a positive leadership and support role within the general operation of all Club programs, activities and special events.

**I HAVE READ AND AGREE TO CARRY OUT THE ABOVE-STATED
JOB RESPONSIBILITIES**

EMPLOYEE SIGNATURE

DATE

The above declarations are not intended to be an all-inclusive list of duties and responsibilities of the job described. Nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.