



POSITION DESCRIPTION

TITLE: Membership Coordinator

REPORTS TO: Director of Operations

SCHEDULE: 10am-6pm, Monday-Friday

STATUS: Full-time

SALARY: \$14-\$17/Hour with generous benefits

PRIMARY FUNCTION:

Major responsibility is to manage membership data and reports, provide excellent customer service to members, parents, staff and visitors, overseeing and training front desk staff.

RESPONSIBILITIES:

- Maintain membership applications, input member information into KidTrax, and run data reports
- Provide a smooth check-in and check-out of all members and other youth served through KidTrax. Maintain a log of all guests that enter the Club, and assigns visitor badges to guests
- Work with program staff to communicate programs
- Ensure that all Club members have current memberships and membership cards
- Filing and maintaining confidential member information
- Maintain a neat and orderly appearance at the front desk/lobby area with updated information posted
- Assist in supervision and discipline of members in the lobby area as well as throughout Club as deemed appropriate
- Hire, train, and supervise front desk staff
- Assist with tracking, recording, and distribution of Club information
- Perform regular receptionist duties such as answering phones, greeting members, parents and visitors in a friendly in a professional manner
- Other related duties as specified by Director of Operations

SKILLS/KNOWLEDGE REQUIRED:

- High school diploma
- Office clerical experience
- Basic computer skills
- Good written and verbal communication skills
- Good organization and attention to detail
- Strong customer relations skills
- Able to maintain strict confidentiality
- Experience working with youth
- Experience with KidTrax or similar membership tracking software system preferred