



## **POSITION DESCRIPTION**

**TITLE:** Membership Coordinator

**REPORTS TO:** Director of Operations

**SCHEDULE:** 10am-6pm, Monday-Friday

**STATUS:** Full-time

**SALARY:** \$14-\$20/Hour - commensurate with experience

Generous benefits: pension, paid sick time and vacation time, health insurance

### **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
- Manage registration systems for specific programs
- 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 assign visitor badges to guests
- Work with program staff to communicate programs, events, and activities to families
- Ensure that all Club members have current memberships and membership cards
- File and maintain 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, Active, or similar membership tracking software system preferred

**To apply, please send your cover letter and resume to Nick Cacciolfi at [ncacciolfi@walthambgc.org](mailto:ncacciolfi@walthambgc.org)**