

MEMBERSHIP SERVICES COORDINATOR



PRIMARY FUNCTION:

The Membership Services Representative is responsible for customer service and front desk operations.

REPORTS TO: Club Director and Director of Administration & Special Projects

SUPERVISES: N/A

POSITION STATUS: Full Time or Part Time schedule possible

REGULAR SCHEDULE: Mon-Fri 1:00pm-7:00pm (while school is in session). Hours as needed during school vacation and summer programs. Schedule is variable depending on the needs of the organization.

KEY ROLES (Essential Responsibilities):

General Duties

- Front Desk Operations:
 - Greet members and visitors entering the building and ensure they are following sign-in and sign out protocols.
 - Answer phones, direct calls, and record and deliver messages as necessary.
 - Provide a high level of customer service in fast-paced environment.
 - Respond to and resolve customer inquiries, concerns and issues directly where possible and redirect to appropriate parties as necessary.
 - Be well versed in programmatic offerings and Club schedules.
 - Provide administrative support to Administrative and Programming staff as needed.
 - Maintain Front Desk area to ensure it is professionally presented and furnished with all necessary supplies and collateral materials.
- Coordinate Club Membership and Program Registration:
 - Provide support to customers with membership enrollment and program registration (in person and online).
 - Process club membership enrollment forms
 - Usage of KidTrax software
 - Print membership cards
 - Ensure daily check in and check out of Club members

Marketing

- Maintain Club bulletin boards and signage as assigned.
- Assist with the production of marketing materials and updates to club website and social media channels as assigned.

Other Duties

- Assist with execution of special events.
- Assist with programming/floor coverage when necessary.
- Take initiative to improve systems and organization.
- Ensure all club safety policies and member policies are being followed.
- Report any safety concerns or incidents immediately to Program Director and/or Executive Director.
- Any and all other duties assigned.

STAFF NAME (PRINT):

STAFF SIGNATURE:

DATE:
