

# MEMBERSHIP SERVICES REPRESENTATIVE



## PRIMARY FUNCTION:

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

**REPORTS TO:** Membership Coordinator / Director of Administration and Special Projects

**SUPERVISES:** N/A

**POSITION STATUS:** Part Time

## QUALIFICATIONS/SKILLS REQUIRED:

- Experience with youth.
- Strong interpersonal skills.
- First Aid and CPR certified, or ability to complete training.

**REGULAR SCHEDULE:** Mon-Fri between the hours of 2:00pm-8:00pm (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

**Other Duties**

- Maintain Club bulletin boards and signage as assigned.
- Assist with execution of special events.
- Assist with programming/floor coverage as assigned.
- Take initiative to improve systems and organization.
- Ensure all Club safety policies and member policies are followed.
- Report any safety concerns or incidents immediately to Director of Administration and Special Projects, Club Director and/or Executive Director.
- Any and all other duties assigned.
- Willingness to go above and beyond job description

**STAFF NAME (PRINT):**

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**STAFF SIGNATURE:**

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**DATE:**

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