



## Membership Desk Coordinator & Volunteer Coordinator

This is a dual position - please see below for requirements for both positions.

WORKING HOURS/PAY RATE: 35 hours a week Monday - Friday 12:00 PM - 7:00 PM

VACATION/SICK DAYS: 2 days per semester as requested, unpaid

HOLIDAYS: Unpaid, Non-work days

DATES: Begin ASAP - ongoing

PAY RATE: \$11.00

BREAKS/LUNCH TIME: 15 minutes for every 4 hours worked

BENEFITS: None, see Employee Handbook

**VOLUNTEER COORDINATOR BASIC JOB FUNCTION:** Recruit, orient, schedule, and manage volunteers for the Boys and Girls Clubs of Bloomington, specifically the Lincoln Street Unit. Serve as a liaison between club administration and volunteers. Fill the role of liaison between the Boys and Girls Club and the service organizations involved in volunteer work at the club. (i.e. Community and university service, leadership, and honor societies, sororities/fraternities, etc.). Greet volunteers on a daily basis and assist them daily with questions, etc.

**MEMBERSHIP COORDINATOR BASIC JOB FUNCTION:** Individual is responsible for the intake and greeting of all Boys & Girls Club guests. Tasks will include answering the phone, registering new members and campers, greeting visitors that enter the facility, and directing all individuals to their appropriate destination. Individual is also responsible for filing and data management of members and volunteer staff. Monitor/manage flow of pedestrian traffic entering and leaving building, with special attention to safe/secure member entry and exit. Serve as ambassador to the Club. Maintain/implement member and volunteer tracking system.

### EDUCATION/EXPERIENCE REQUIREMENTS:

1. Volunteer experience preferred and experience managing others. Possess strong organizational skills. Demonstrate punctuality in managing volunteers.
2. Demonstrate the ability to manage multiple tasks simultaneously.
3. Ability to be dependable and available to members, staff, and volunteers.
4. Possess self-motivation and interpersonal skills.
5. Ability to speak to groups, agencies, students, and community members.
6. Technical skills include: Proficient in MS Word Excel, and Publisher; Proficiency in utilizing the internet; Data entry.
7. College experience required and degree preferred.
8. Seeking individual with Boys & Girls Club knowledge.

**SKILLS/KNOWLEDGE REQUIREMENTS:**

1. Demonstrates a high degree of initiative, self-direction and creativity.
2. Demonstrates strong organizational and communication skills.
3. Exhibits professionalism.
4. Maintains excellent working relationship with staff, volunteers and public.
5. Must be able to demonstrate ability to work with people from diverse racial/cultural/socioeconomic backgrounds.

**VOLUNTEER COORDINATOR ESSENTIAL JOB FUNCTIONS:**

1. Schedule and implement various volunteer orientations.
2. Plan volunteer schedules; record and track regular hours weekly.
3. Develop and coordinate volunteer recruitment program.
4. Work with staff to identify volunteer assignments & design volunteer job descriptions.
5. Interviewing, screening, selecting, and placing volunteers.
6. Planning and implementing orientation, training programs and reflection sessions.
7. Conduct performance reviews of volunteers semesterly.
8. Provide ongoing publicity for volunteer program.
9. Develop and administer a volunteer recognition program, i.e. Volunteer of the Month, semesterly certificates, picture board, etc.
10. Serve as contact person for all volunteers, volunteer groups, etc.
11. Manage paperwork (applications, timesheets, background checks, etc.)
12. Strengthen the capacity of volunteers through meetings, reflections, community events, etc.
13. Provide appropriate identification for volunteers (name tags).
14. Assist with preparing information for reporting purposes when necessary.
15. Attend mandatory staff meetings and training sessions.
16. Report to Unit Director.
17. Assume other duties as assigned by Unit Director and Program Director.

**MEMBERSHIP COORDINATOR ESSENTIAL JOB FUNCTIONS:**

1. Politely question visitors regarding their purpose in visiting the Club.
2. Ensure processing of all entering members and volunteers, using member and volunteer tracking system.
3. Ensure processing of all exiting member children using member tracking system and picture identification.
4. Be knowledgeable of all program and schedules.
5. Greet all visitors, members, and parents with a warm welcoming smile and verbal greeting.
6. Phone conversations must be respectful and polite.
7. Help all members, visitors and parents by answering questions when and where appropriate.
8. Process fee payments, providing completed receipt.
9. Distribute program equipment to members. Report damaged equipment to Unit Director.
10. Remain ever vigilant regarding member safety and security.
11. Thoroughly understand all emergency procedures (Fire, tornado, crisis ).
12. Maintain clean and well organized membership desk at all times.
13. Develop and implement a positive and inclusive membership intake process that informs and welcomes parents; including Club tours, form review, answering questions, and assisting new families as necessary. This includes intake of fees.

14. Answer the phone and positively direct callers to the appropriate destination.
15. Encourage a positive and welcoming environment for all visitors.
16. Create and provide communication materials to parents, school, or community members/organizations.
17. Register members as needed for camps or special events as needed.
18. Intake donations and properly process them.
19. Assist with clean up and organization of membership desk area.
20. Assist the Unit Director with weekly or monthly tasks as needed including organization of human resource information/distribution,
21. Assist the Unit Director with monthly tasks as needed including creating resource development and marketing materials, distribution of information, board data development, registrations, National Boys & Girls Clubs of America requirements, etc.
22. Assist with driving when necessary.
23. Report to Unit Director.
24. Assume other duties as assigned by Unit Director and Program Director.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

1. Ability to perform gross and fine motor activities required for typing, writing, simple manipulations such as telephone buttons, computer keyboards, fax machine buttons, etc.
2. Ability to work in a professional environment and positively represent organization under various levels of stress.
3. Ability to work on multiple projects and prioritize effectively.
4. Visual acuity for accurate reading, typing, filing and use of computer screen.
5. Ability to work at a rapid pace and where frequent interruptions and changes in plans or deadlines may occur.
6. Hearing is needed for purposes of business related phone communications, public broadcasts, answering incoming phone calls, etc.
7. Ability to lift and carry 15 to 50 pounds for office supplies, audio equipment, and other items needed for the preparation and takedown of special events.
8. Ability to operate a safe mode of transportation for publicity functions/events, transportation of supplies, and meetings.
9. Ability to bend, twist, reach, stoop, squat for filing and retrieval of stored files and supplies.