



## **Seasonal Membership Desk Coordinator - Summer 2019**

WORKING HOURS: 30 hours per week: 12:00 p.m. - 6:00 p.m., M-F

VACATION/SICK DAYS: Unpaid, 2 per semester

COMPENSATION: \$10.00/hour

HOLIDAYS: Unpaid days off

BREAKS/LUNCH TIME: 15 minute break for every 4 hours worked, 30 minutes lunch break for every 8 hours.

DATES: May 28, 2019 - August 12, 2019

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.

EDUCATION/EXPERIENCE REQUIREMENTS: 2 or more year's youth work/volunteer experience required. Individual must be able to work with large groups of youth, and have education and or youth program 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.

### ESSENTIAL JOB FUNCTIONS:

1. 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.
2. Answer the phone and positively direct callers to the appropriate destination.
3. Encourage a positive and welcoming environment for all visitors.
4. Create and provide communication materials to parents, school, or community members/organizations.
5. Register members as needed for camps or special events as needed.
6. Intake donations and properly process them.
7. Assist with cleanup and organization of membership desk area.

8. 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.
9. Report to Unit Director.
10. 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.