



**Boys and Girls Clubs of Metro South
Job Description**

TITLE: Member Services Associate
JOB FAMILY: Membership
FLSA STATUS: Non-Exempt
REVISED: May 2019

POSITION SUMMARY:

The Membership Associate position provides quality customer service to members, potential members, parents and guests who utilize the Boys & Girls Clubs of Metro South and to provide support to the staff in carrying out their duties.

ESSENTIAL FUNCTIONS:

- Actively promote membership enrollment; collect and input all membership applications.
- Ensure that membership files are properly stored and up to date and accessible to senior management staff only.
- Sign members in as they enter the building and track and enter all participants in to the daily attendance each morning/afternoon.
- Track daily, weekly and monthly membership attendance for average daily attendance (ADA).
- Assist with monthly, quarterly and annual reports for member tracking.
- Input daily member activity sheets.
- Enforce behavioral/policy issues within membership, delegating respective consequences.
- Process membership billing, renewals and cancellations.
- Record payments for membership, cards and donations.
- Handle all phone communications for the Club and appropriate staff including answering questions and directing calls where needed for appropriate follow-up.
- Provide timely communication and response with all interested requests for information.

QUALIFICATIONS:

- High School diploma or GED required.
- Experience working with children.
- Must be organized and reliable.
- Flexibility to work clubhouse hours, especially as seasons and service needs change.
- Must have demonstrated effective communication skills.

BOYS & GIRLS CLUB COMPETENCIES:

Mission and Community Oriented: Accepts and demonstrates Boys & Girls Club values. Works effectively with people with different backgrounds, abilities, opinions, and perceptions. Demonstrates a desire to serve others and fulfill community needs.

People Oriented: Seeks first to understand other person's point of view; remains calm in challenging situations. Builds rapport and relates well to others. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Results Oriented: Strives to meet and exceed goals and deliver a high value experience for members. Embraces new approaches and discovers new ideas to create a better experience. Makes sound judgment and transfers learning from one situation to another. Establishes goals, clarifies tasks, plans work, and actively participates in meetings. Supports fundraising, follows budgeting policies and procedures, and reports financial irregularities immediately.

Personal Development Oriented: Accurately assesses personal feelings, strengths, and limitations, and how they impact relationships. Pursues self-development that enhances job performance. Demonstrates an openness to change; seeks opportunities in the change process.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

The physical demands of this position are limited and, as such, reasonable accommodations may be made to enable individuals with physical disabilities to perform essential functions of this position.

WAIVER:

I have reviewed the above job description and understand my responsibilities as described:

Print Name: _____ **Date:** _____

Signature: _____ **Date:** _____

The Boys & Girls Clubs of Metro South reserves the right to change and/or modify the job requirements, responsibilities, and qualifications for this position to meet changing business needs. Further, nothing in this description is intended to represent all functions, duties, and responsibilities of the associate holding this job title, or to alter the at-will nature of their employment.

Understood and Agreed To:

Signature: _____ **Date:** _____