



JOB DESCRIPTION

Title:	Membership Services Coordinator
Reports to:	Berlin Site Coordinator
Location:	344 Broadway St. Berlin, WI
Wage:	\$14 - \$17 based on experience
Shift:	School Year: M-F afternoon/evenings (approximately 30 hours per week) Summer: M-F 9:00 am-5:30 pm (approximately 40 hours per week)

Job Summary:

The primary role of the Membership Services Coordinator is to oversee all items specific to program enrollment and billing for participants. Responsible for onboarding new Club families, and collaborating with the site coordinator to host Club orientation and program participation tracking, this position will complete various tasks essential to the organizational operation as listed below. It is the responsibility of every staff member to cultivate and maintain positive donor relationships.

Qualifications:

- High School Diploma or GED
- A minimum of one year of administrative support experience in an office environment (preferred)
- Positive attitude and upbeat nature when dealing with members and the general public
- Excellent communication skills, both verbal and written
- Superb organizational skills and attention to detail
- Strong office skills, including computer operations, word processing with a high degree of accuracy, good grammar, and experience with Microsoft Office
- Able to maintain strict confidentiality
- Experience handling the phone, payment transactions, reception, filing, and other correspondences
- Certified in CPR/First Aid (preferred, willing to train)
- Valid driver's license and good driving record

Job Responsibilities:

Data System Management

- Enter member information into the data management system and input updates as needed
- Accept fees and record accurately in the data management system
- Receive field trip permission slips and registration and record accurately
- Prepare information and reports as needed

Member Services Representative

- Greet members and visitors politely and maintain attendance, volunteer, and visitor logs
- Answer telephone, provide general program information, refer callers to other staff, and/or take messages, as needed
- Responsible for maintenance and appearance of front desk areas including cleaning countertops, windows, floors, lobby TV, and information posting
- Assist with new member tours, as needed



Clerical and administrative support

- Perform regular secretarial duties, preparing correspondence and reports as requested by supervisor.
- Maintain a master schedule of Club activities and events, collecting and disseminating information to Club staff, volunteers, members, and families as instructed
- Monitor office supply inventory
- Perform other related secretarial or administrative duties as requested
- Answers questions and disseminates information regarding programming

Additional Responsibilities:

- Participate in special programs and/or events
- May consult with parents concerning member issues
- Attend all staff meetings, prepared with items needed for discussion or reporting
- Submit accurate written reports for BGC, School District, or other grant requirements.
- Serve as mandated child abuse reporter
- Be prepared and committed to opening/closing the Club due to inclement weather

Relationships:

Internal: Maintains close, daily contact with Club staff, volunteers, Club members, and supervisor to receive/provide information, discuss issues, explain guidelines/instructions; instruct; and advise/counsel.

External: Maintains contact with members, families, and the general public to give and obtain information, either in response to inquiries or as instructed by the supervisor.

Physical and Mental Requirements:

- Ability to sit or stand for long periods of time
- Ability to lift a minimum of 50 lbs.
- Must be able to think clearly and concisely
- Must be able to function in a loud environment with high energy interacting with multiple aged members