



**Position:** Membership Coordinator (Part-Time)

**Supervisors:** Clubhouse Director, Program Coordinators

**Department:** Core Staff

**Hours:** Monday-Friday, 3:00-6:30 p.m.

**Salary/Rate:** \$12.00 per hour

**Location:** Membership Coordinators will be assigned to one Clubhouse but may be asked to cover at other Clubhouse locations when necessary.

**General Function:** The Membership Coordinator is responsible for managing front desk operations, data entry and reporting, and basic Clubhouse administrative duties.

**Expectations:**

**Front Desk Management**

- Manage the front desk; track all incoming and outgoing traffic
- Lead and track daily health screenings; ensure COVID policies are being followed
- Understand the program schedule and guide members to the proper activity
- Collect and secure membership and pizza money
- Answer phone, take messages, check voicemail, and redirect calls to appropriate staff
- Make phone calls to parents and families
- Update flyers, parent letters, signs, and bulletin boards

**Data Entry & Reporting**

- Handle daily data entry and membership reports
- Track attendance, activity participation, and demographics
- Maintain membership database and complete daily data entry
- Prepare and turn in end of day paperwork
- Create and maintain documents and spreadsheets for Clubhouse initiatives
- Organize and maintain files and records

**Safety & Supervision**

- Assist with sanitizing and cleaning
- Set clear boundaries for Club members by enforcing Club rules and policies
- Continually monitor and supervise the safety and behavior of all Club members in the Front Desk area

**Youth Development**

- Be a responsible and positive adult role model
- Engage Club members with a high level of enthusiasm and energy
- Assist with programming as needed

**Professionalism**

- Handle confidential information appropriately
- Maintain a calm, professional demeanor with parents and coworkers



**Qualifications:**

- High School Diploma or GED
- Experience in customer service experience (computers, software, phone, and data management) required
- Experience in youth development, education, or recreation (coaching) preferred
- Familiarity with the diverse population that the Boys & Girls Club of Lancaster serves

**Skills:**

- Ability to communicate effectively with families, staff, volunteers, and Club supporters—in person, over the phone, and through email
- Ability to use Microsoft Word and Excel; ability to maintain organized electronic files
- Ability to adjust to a fast pace of work, think on your feet, and use common sense
- Ability to work independently and in a team-oriented environment

**Physical Requirements/Work Environment:**

- Ability to watch and listen to youth activities
- Ability to move easily across a variety of indoor and outdoor surfaces
- Ability to bend and lift up to 25 pounds

**Disclaimer:**

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job. Other duties assigned as needed.

This position is contingent on approval of ongoing funding and grants to be renewed at the end of the funding cycle.

**Employee Name (printed):** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date Reviewed with Supervisor:** \_\_\_\_\_

**Employee Initials:** \_\_\_\_\_ **Supervisor Initials:** \_\_\_\_\_