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Membership Manager

Boys & Girls Club of Greater Lowell Membership Manager is the first point of contact for Club members, parents and community members. Major responsibility is to oversee all aspects of the recruitment, registration, renewal and database management of clubhouse members. The Membership Manager will bring a friendly, welcoming attitude and help to maintain an organized Club environment. The hours are Mon. Tues. Thurs. Fri. 10:30 am to 6:30 pm and Wed. 12:00pm to 8:00pm. Summer hours 7:30 am to 3:30 pm Monday - Friday.

KEY ROLES (Essential Job Responsibilities):

- Set a positive environment for Club members, parents, staff members and community partners.
- Politely receive and transfer all in-coming telephone calls to the club; take accurate messages when necessary. Update voice mail and provide general information.
- Ensure that all members entering the building are signing in and that attendance information is properly stored in the membership database.
- Maintain accurate and up-to-date information on all current members and ensure this information is properly recorded and stored in the membership database. Ensure individual member paper-based materials are stored in a secure location. Provide regular attendance reports as requested.
- Maintain safety ensuring all adult visitors and volunteers are signed in and approved.
- Maintain daily records of new member sign-ups and renewals and ensure that fees are properly recorded and deposited. Ensure all members have a clubhouse membership card.
- Administer and manage the summer program registration and financial aid applications
- Track all payments and payment spreadsheet.
- Notify members and families when membership is due to expire and perform appropriate outreach to ensure renewal.
- Maintain membership database (ETO) and hard copy membership files.
- Provide accurate and up-to-date program, activity and event information for all persons inquiring at the membership desk, on the Parent Bulletin Board, and over the telephone.
- Assist Director of Operations with new member/parent orientation sessions. Ensure parents receive BGCGL's Parent Handbook/Guidelines.
- Ensure volunteers are engaged through consistent and effective communication.
- Prepare reports regarding member activities for funders, partners and publications.
- Update program calendar as needed

- Manage communication between parents and Club members during field trips or other special events. (Keep records of signup sheets)
- Assist in the monitoring of traffic in the lobby area and prevent loitering of club members.
- Assist in the supervision and guidance of members in the lobby area and throughout the Club as deemed appropriate.
- Manage van sign in and out process.
- Manage and update parent information guide, an annual calendar, Club postings.
- Direct and provide guidance to staff and volunteers who work at the front desk.
- Be a flexible member of the Boys & Girls Club team.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

Knowledge

- Strong customer service skills and a willingness to build relationships.
- Must have a ***minimum of 2 years*** of management experience.
- Dependable, organized, fast learner, excellent multi-tasking and problem-solving skills.
- Proficient knowledge of Microsoft Office Programs, word processing with a high degree of accuracy, good grammar, database management, standard e-mail technology.
- Ability to communicate effectively orally and in writing.
- Detail-oriented with effective organizational skills.
- Ability to set priorities and manage workload with minimal supervision.
- Ability to work independently and as a team player.
- Ability to problem solve challenges.
- Ability to speak more than one language preferred.
- Familiar with the Lowell community.

Skills required in the following areas.

- Communication Skills: Listening, Informing, Presenting, Writing
- Decision Making Skills: Analyzing, Judgement
- Personal Initiative Skills: Contributing to Positive Environment, Professional Development, Striving For Excellence, Organizational Awareness
- Planning Skills: Action Planning and Organizing, Monitoring
- Quality Skills: Using Meaningful Measurements
- Safety, Health and Environment Skills: Supporting A Safe Environment

Relationship Skills: Networking, Relationship Building, Teamwork

Job Type: Full-time

Salary: \$36,000.00 to \$39,000.00 /year

Work Location:

- One location

Benefits:

- Health insurance
- Dental insurance

To apply: Submit resume and cover letter to JuanCarlos Rivera, Director of Operations, jcrivera@lbgs.org.

The Boys & Girls Club of Greater Lowell is an equal opportunity employer.