



Membership Coordinator Job Description

Key Roles:

- Set a positive environment for Club members, parents, staff members and community partners.
- Greet and scan in members.
- Maintain safety ensuring all adult visitors and volunteers are signed in and approved.
- Answer phones, update voicemail and provide general information and refer callers to other staff as necessary.
- Enroll and renew members including processing membership payments.
- Maintain membership database (ETO/MCH) and hard copy membership files.
- Generate accurate membership and participation reports as requested.
- Assist with new member and volunteer orientations and training
- Ensure volunteers are engaged through consistent and effective communication.
- Prepare reports regarding member activities for funders, partners and publications.
- Update program calendar as needed
- Communicate schedule changes to staff, volunteers, and members.
- Communicate program updates and changes to parents.
- Manage communication between parents and Club members during field strips or other special events. (Keep records of signup sheets)
- Direct staff and volunteers who work at the front desk.
- Complete daily closing checklist.
- Be a flexible member of the Boys & Girls Club team.
- Other duties as assigned by the Director of Operations

Qualification Requirements:

Knowledge:

- Strong customer service skills and a willingness to build relationships.
- Dependable, organized, fast learner, excellent multi-tasking and problem solving skills.
- Proficient knowledge of Microsoft Office Programs and Google Drive, word processing with a high degree of accuracy, good grammar, database management, standard email technology.
- Ability to communicate effectively orally and in writing.

- Detail oriented with effective organization skills.
- Ability to set priorities and manage workload with minimal supervision.
- Ability to speak more than one language (Portuguese, Khmer, Spanish, Swahili preferred).
- Familiarity with the Lowell community.

Skills:

- 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

Education:

- High school diploma required

Experience:

- Minimum of two years of administrative support experience in an office environment preferred.

Benefits:

Job Type: Part-time (28 hours per week)

Salary: \$13.00 to \$15.00 /hour

Note: All position acceptances are contingent upon a successful background check completion through the Boys & Girls Club of Greater Lowell.