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Membership Coordinator

Reports to: *Membership Manager*

Location: 657 Middlesex St, Lowell, MA 01851

Salary/Hourly: *\$16.75 per hour*

Job Type: *Part time, 28 hours per week*

Overview/Position Summary

The Part-time Membership Coordinator will be responsible for overseeing the daily operations of the Front Desk, including interacting with members and parents and data entry. This individual will greet and check-in all members and visitors, ensure safety through adherence to COVID protocols and visitor screening, answer and respond to phone calls in a friendly manner, and assist with inputting member data into our management system. This person will be responsible for the daily operations of the Front Desk during hours when the Membership Manager is not present.

Responsibilities/Skills and experience relevant to this position:

- Excellent written and communication skills.
- Strong customer service, and comfort communicating with parents in person and over the phone.
- Proficient computer skills along with ability to learn and utilize multiple platforms.
- Attention to detail, willing to learn and have strong organizational skills.
- Interest in working with multicultural teams with diverse constituencies.
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision.

Qualifications

- Must support Club values
- Education: *High school diploma or equivalent*
- Age requirement: 18 plus
- Authorized to work in the U.S.
- Fluency in a language other than English strongly preferred, specifically Spanish, Portuguese, Khmer, Swahili, Vietnamese, or Haitian Creole.
- *Must be able to use stairs, occasionally lift items weighing up to 25 lbs.*

Benefits:

- Training and professional development opportunities available.
- Values and mission driven organization with emphasis on teamwork, fun, integrity, commitment and excellence.
- Interaction with a positive, community minded team, along with amazing young people.

How to respond

Please submit your resume to *Eric Johnson, Membership Manager, at eric.johnson@lbgc.org.*

Our Hiring Process and Timeline

- We will review the applications on a rolling basis until the position is filled.
- We will conduct short phone interviews and begin in-person (or video) interviews on *3/29/21*.
- We would like to have selected the candidate by *4/30/21*.

Equity Statement

The Boys & Girls Club of Greater Lowell is committed to fostering a diverse and inclusive workplace. We are dedicated to hiring employees who reflect the communities we serve, including women, people of color, LGBTQIA+ individuals, and people with disabilities. Boys & Girls Club of Greater Lowell will provide accommodations in all aspects of the hiring process. If you require an accommodation, we will work with you to meet your needs.

Boys & Girls Club of Greater Lowell is an Equal Opportunity Employer. People of color, especially those from Lowell, are strongly encouraged to apply.

Disclaimer

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job. All offers of employment are contingent on results of a reference and background check.