



Membership Manager

Reports to: Youth Service Director

Location: 657 Middlesex St, Lowell, MA 01851

Salary/Hourly: \$45,000-\$50,000

Job Type: Full-time, exempt

Overview/Position Summary

The Membership Manager is responsible for running and coordinating the membership department. Membership manager is responsible for coaching his or her team in creating a warm and welcoming environment, greeting and directing members visitors, and parents. Membership Manager will provide Club information, coordinate orientation, answer phones and provide administrative support to Club staff. The Membership Manager also owns all aspects of data/information entry, tracking membership statistics, coordinating membership process, and responding to member requests.

Responsibilities/Skills and experience relevant to this position:

- Oversees the Membership Department which includes a Coordinator, Assistant, and MassHire youth workers
- Manages membership budget as well as annual membership plan
- Administers background checks to guest through Raptor software
- Communicates Club changes and information through emails and Blackboard software
- Manages Club member data on a daily basis and ensures member data is accurate and all applications are fully completed, fees collected and membership cards issued
- Assists Clubs' members daily to ensure they accurately scan their membership cards prior to entering program areas; makes & reissues membership cards in a timely fashion; assists Clubs' members who forget membership cards with alternate sign-in methods
- Monitors attendance, pick-ups, and drop-offs of children according to safety and security protocols and parental or guardian authorizations
- Monitors visitor access and sign in as required through MYCLUBHUB database (Salesforce product)
- Responsible for the oversight and management of My Club Hub (a Salesforce product), Raptor, and Blackboard
- Provides attendance and demographic reports of membership data on a regular and consistent basis
- Monitors the front desk equipment, supplies, and various program needs; brings inventory and supply issues to the attention of the Youth Service Director or Senior leadership
- Conducts community outreach activities, encourages parent/guardian engagement, and promotes and recruits youth for programs
- Schedules tours and orientations for new members, parents, volunteers, and visitors
- May assist or provide program services and cooperative learning activities for youth that are both recreational and educational
- Obtains & enters individual program areas roster accurately on a daily basis
- Responds to visitors, parents, volunteers and club member inquires and/or redirects questions to appropriate staff
- Answers incoming telephone calls, determines the purpose of callers, and forwards calls to appropriate personnel or department
- Answers questions about the organization and provides callers with address, directions, and other information
- Collects membership, summer, field trip, program, and special event fees
- Maintains logs and safeguards all financial information
- Will follow up until payments are received in full or alert supervisor when unable to collect
- Provides parents and visitors with flyers and other written information concerning Club programs and special events
- Performs administrative duties as needed, such as filing, photocopying, and collating
- Keeps the front desk and Club entry neat and organized; updates display boards/monitors as needed with relevant information
- Ensures the safety of members, and demonstrates positive values, and ethical behavior during service and program delivery

- 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 have previous supervisory experience
 - Must understand and support Club values
 - Ability to manage and supervise members age 8 to 18 in a safe environment
 - Ability to work in an environment with loud noises
 - All staff are required to undergo training, which includes but is not limited to topics related to safety, emergency response and child abuse prevention
 - Education: *High school diploma or equivalent*
 - Age requirement: 21 plus
 - Authorized to work in the U.S.
 - MA or NH driver's license and good standing driving record
 - 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

- Paid time off, Medical, STD/LTD, Employee Assistance Program, Life Insurance, Training, etc. – for a full list of benefits, please see our website.
- Values and mission driven organization with emphasis on teamwork, fun, integrity, commitment and excellence.
- Interaction with positive, community minded team, along with amazing young people.

How to respond

- Please submit your resume to Christina Walton, Project Manager at christina.walton@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 until position is filled
- Position will remain open until filled

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.

The 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.