



Membership Coordinator

Reports to: *Membership Manager*

Location: 657 Middlesex St, Lowell, MA 01851

Salary/Hourly: \$19.00-\$20.00 per hour

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

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 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

- 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
- Must support Club values
- Education: GED, High school diploma or higher education required
- Age requirement: 21+ with MA or NH driver's license and good standing driving record
- Authorized to work in the U.S.
- Bilingual/Bicultural preferred
- Ability to lift 50 lbs, ability to use stairs, write clearly, speak clearly & hear spoken words
- Two years of kitchen experience, preferred but not required

Benefits:

- Values and mission driven organization with emphasis on teamwork, fun, integrity, commitment and excellence
- Paid time off, training
- Interaction with a positive, community minded team, along with amazing young people

How to respond

- Please submit your resume to Na Lam nlam@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 interviews.
- We would like to have selected the candidate by *May 31, 2024*.

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.