

Name: \_\_\_\_\_

Site: \_\_\_\_\_



**Title:** Membership Services Associate

**Reports to:** Club Director

**Hours:** 28 hours, Monday – Friday 2pm-8pm

**Pay Range:** \$12.83 per hour

**Position Description:**

Membership services assistants help with membership sign-in, membership database management, answering phones, and greeting parents and community members.

**Responsibilities Include:**

Prepare Youth for Success

- Create an environment that facilitates the achievement of Youth Development Outcomes:
  - Promote and stimulate program participation
  - Recruit new members and participate in the Club orientation process
  - Provide guidance and role modeling to members
  - Manage membership database
  - Facilitate membership sign-in

Community Engagement

- Provide excellent customer service to various community groups and constituents who use the club.

Supervision

- Ensure a productive work environment by participating in Club staff meetings, core area team meetings, and Club trainings.

Reporting and Tracking

- Gather, track, and report membership and facility use data on a regular basis

**Additional Responsibilities:**

1. May participate in special programs and/or events.
2. May be required to drive Club van.

**Relationships:**

**Internal:** Maintains close, daily contact with Club staff (professional and volunteer), Club members, and supervisor to receive/provide information, discuss issues, explain guidelines/instructions; instruct; and advise/counsel.

**External:** Maintains contact with external community groups, schools, members' parents and other to assist in resolving problems.

**Additional Qualifications:**

- Demonstrated experience working with youth, parents and community partners, particularly in a customer service role.
- Demonstrated ability to use Excel and Microsoft Office programs. Experience using data management tools such as Access and Nfocus software experience helpful but not required.
- Demonstrated experience working in a team environment.
- Strong communications skills, both oral and written.

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- Must be at least 18 years old.
- Must have completed high school; some college experience preferred.
- Must pass background check.

Boys and Girls Club of Dane County is committed to employment equity. All responses will be handled with strict confidence; the position will be open until filled. Interested individuals are invited to submit their **resume, cover letter, and three personal references** to:

**Human Resources**

C/o Membership Services Associate

1818 West Beltline

Madison, WI 53713

Phone: (608) 257-2606

Email: [lrowell@bgcdc.org](mailto:lrowell@bgcdc.org)