



**Location:** Allied Family Center, Taft Street Center, Sun Prairie Center

**Title:** Membership Services Associate

**Reports to:** Club Director

**Status:** 28hours/weekly (Daytime and Afternoon Hours)

**Pay Range:** \$10.00 - \$14.00/hour

**Position Description:**

This position processes membership applications, payments, and completes data entry for the Clubs. This position provides outstanding customer service to Boys & Girls Club clients (members, families, volunteers and community members) by creating a welcoming environment at the front desk area. This position completes data entry, answers phone calls/emails and files paperwork. This position assists in meeting staff-to-child ratio when not carrying out primary job responsibilities. This position may require morning, weekend and/or night hours. Individual must be organized and enjoy working with the community.

**Responsibilities Include:**

- Entering data and database management.
- Reviewing membership applications for thoroughness.
- Accepting and processing payments.
- Answering phone calls and email inquiries.
- Professional and courteous interactions with members, families, guests and the community.
- Providing positive guidance, role modeling and daily support to members with guidance from assigned Group Lead Teacher(s).
- Escorting members throughout facility providing sight and sound supervision at all times.
- Cleans, disinfects and sanitizes program materials and equipment.
- Adherence to all regulations as specified in DCF 251.
- Contributing to the overall Club climate for youth development that includes but is not limited to program collaboration, attendance and active participation in staff meetings and trainings (daily, weekly, organizational), appropriate discipline of members when necessary and attendance at club special events as communicated by supervisor.
- Other duties as assigned

**Child Care Staff Qualifications:**

- At least 18 years old
- Diploma/GED/HSED
- Post-secondary experience preferred
- At least 1-year previous customer service preferred
- Proficient in Microsoft Office Suite and/or G Suite
- Previous data entry experience preferred
- Desire to work with youth (ages 5-18) and community members
- Eligibility as a Caregiver by the Department of Children and Families
- Successful drug screening, physical examination and tuberculous testing
- CPR certification required within 6 months of assuming the position

**Staff must be certified in one of the following ways:**

- DPI Assistant Teacher Certificate; **or**
- 15-hour school age assistant course within 6 months of assuming the role; **or**
- One non-credit department approved course within 6 months of assuming the role

Boys & Girls Clubs of Dane County is committed to employment equity. All responses will be handled with strict confidence. Interested individuals are invited to submit their **resume**, **cover letter**, and **three personal references** via email to [Irowell@bgcdc.org](mailto:Irowell@bgcdc.org) or by US Mail to:

**Human Resources**

C/o Membership Services Associate  
1818 West Beltline Highway  
Madison, WI 53713  
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Email: [Irowell@bgcdc.org](mailto:Irowell@bgcdc.org)