



Title: Membership Service Assistant

Reports to: Club Director

Pay Range: \$24,960 - \$33,280 w/benefits

Location: McKenzie Family Club – 232 Windsor Street, Sun Prairie, WI

Hours: The this full-time position are 7:30 am – 4:30 pm. Monday – Friday with weekend and evening hours requested as needed or project deadlines dictate.

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:

Monitor and evaluate programs, services and activities to ensure safety of members, quality in programs and appearance of the Club at all times.

- uphold safety by ensuring membership applications are complete, accurate and current
- maintain member attendance and tracking procedures at all times through use of a membership management system
- ensure front desk is clear of clutter and in sanitary condition
- escort members throughout facility and provide sight and sound supervision at all times
- apply appropriate positive guidance and discipline techniques under the guidance of assigned Group Lead Teacher(s)
- adhere to regulations as outlined in DCF 251
- abstain from personal phone usage when supervising members and/or while managing front desk area
- Ensure a productive work environment by in engaging in professional behavior.
- knowledgeable in Club events, facility usage and Club policies and procedures for membership and payment
- participate in Club staff meetings when necessary
- attend training and staff development sessions as scheduled up to 25 hours per year
- maintain a strong work-ethic
- collaborate with other Membership Services Associate(s)
- greet all guests, building users and members in a welcoming manner to create an inviting atmosphere
- assist all guests and building users in facility needs
- assist Group Lead Teachers in supervising members while not completing assigned duties

Complete appropriate reporting according to organization and grant requirements.

- ensure guests, building users and volunteers sign-in at the facility
- data entry for Boys & Girls Clubs of America, City, State and Federal Grants and Boys & Girls Clubs of Dane County purposes
- creating reports for Boys & Girls Clubs of America, City, State and Federal Grants and Boys & Girls Clubs of Dane County purposes
- follow protocols to ensure accurate membership count and attendance tracking

ADDITIONAL RESPONSIBILITIES:

- May be required to participate in special programs and/or events
- Typical hours 9 am – 5 pm with evenings and weekend hours as requested as needed
- Other duties as assigned

Required Knowledge and Critical Skills:

- 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 3 months of assuming the position
- Assistant Teacher certification required within 6 months of assuming the position

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 lrowell@bgcdc.org or by US Mail to:

Human Resources

C/o Membership Service Assistant

1818 West Beltline Highway

Madison, WI 53713

Phone: (608) 257-2606

Email: lrowell@bgcdc.org