



## POSITION DESCRIPTION

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**TITLE:** Member Services Coordinator

**DEPARTMENT:** Programs

**REPORTS TO:** Johnsonville Elementary Director

**POSITION STATUS:** Part-Time; Non-Exempt

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### **PRIMARY FUNCTION:**

The purpose of this position is to provide a communication link between all building visitors with Club staff and members. This position will complete various tasks essential to the organizational operation inclusive of, but not limited to, the responsibilities listed below.

### **KEY ROLES (Essential Job Responsibilities):**

#### **FRONT DESK**

1. Serve as Club receptionist, greeting all members and visitors and maintaining attendance and visitor logs.
2. Answer telephones, providing general information, referring callers to other staff or taking messages as necessary.
3. Responsible for maintenance and appearance of front desk areas, including bulletin boards and information posting.
4. Supervise youth waiting in front area and ensure safe exit processes.

### **MEMBERSHIP MANAGEMENT**

1. Communicate information to families regarding Club membership.
2. Manage enrollment process.
3. Create attendance tracking documents.
4. Responsible for data entry into membership tracking systems, including enrollment and attendance data.

### **ADDITIONAL RESPONSIBILITIES:**

1. Handle other duties and responsibilities as deemed necessary or important as assigned by the Johnsonville Elementary Director.

**Member Services Assistant****RELATIONSHIPS:**

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

**External:** Maintains contact with members, families and the general public to give and obtain information, either in response to inquiries or as instructed by supervisor.

**SKILLS/KNOWLEDGE REQUIRED:**

- Experience working with youth
- Positive attitude and upbeat nature when dealing with members and the general public
- Ability to navigate computer systems, including Microsoft Office, Google Suite and Data Management Systems
- Excellent written and verbal communication skills
- Good interpersonal abilities-able to interact effectively with co-workers of all levels.
- Highly reliable and punctual.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

Employee must be able to function under fast paced and noisy conditions. Should be physically fit to engage in Club programs when necessary; may require being on feet for long periods of time. Physical requirements include: sight, hearing, sitting, standing, stooping, running, strenuous sports related activities, and lifting a minimum of 50lbs.

**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.

**Signed by:** \_\_\_\_\_ \_\_\_\_\_  
Employee Date

**Approved by:** \_\_\_\_\_ \_\_\_\_\_  
Supervisor Date