



BOYS & GIRLS CLUB OF GREATER WATERBURY

Membership Coordinator/Front Desk - Afterschool Job Description

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| TITLE: | MEMBERSHIP COORDINATOR/FRONT DESK - Afterschool |
| DEPARTMENT: | PROGRAMS |
| REPORTS TO: | DIRECTOR OF OPERATIONS |
| FLSA STATUS: | NON-EXEMPT (PART TIME) |

Coordinates and manages daily operation of membership and front entrance in Club facility. Provide regular administrative support to management staff, including but not limited to, Executive Director, Director of Operations, Development Coordinator and Finance Director Maintains Comet database system and assists with marketing and communications of the Boys & Girls Club.

Roles & Responsibilities:

- Assists in maintaining the membership database and membership filing system
- Assists in coordinating protocol for new and renewal membership applications. Ensures accurate data entry of information on new members and updating renewed members
- Assists in processing all membership and camp applications and completes all data entry
- Assists in coordinating with Finance Director and Director of Operations to ensure that all records are complete and accurate
- Assists in maintaining additional membership and program registration for transportation, field trips, and special events. Ensures that registration information is disseminated correctly to Club staff
- Prepares program attendance tracking forms and disseminates to Club staff for documentation of program attendance and participation.
- Compiles data reports in an accurate and timely manner including average daily attendance, monthly program statistics, meal program statistics and daily transportation statistics.
- Checks in all members into membership database and ensures proper check out daily
- Answers telephone, greets all members, parents and visitors
- Assists program staff as needed

- Assists in the preparation of program materials and special event activities for members
- Assists with marketing and communications through website and social media management
- Maintains bulletin boards and community announcement board
- Assists with special projects and special events
- Performs regular administrative duties, including to assist the Administrative staff of the Club

Requirements:

- Minimum Associate's Degree or currently enrolled in a degree program from an accredited university or college
- Experience in clerical or administrative work
- Preferred valid Connecticut driver's license
- Ability to use Microsoft Office, including Word, Power Point, Publisher and Excel, email and various social media outlets
- Excellent verbal and written communication skills
- Preferred bilingual (Spanish)
- Ability to function in fast paced and loud environment
- Ability to multi-task and be flexible
- Ability to work collaboratively
- Excellent organizational and planning skills

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.

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Boys & Girls Clubs of Greater Waterbury will conduct criminal background checks of all employees, including minors, board volunteers, and others who serve on a standing committee, and conduct background checks on all volunteers, including partners and minors, who have direct, repetitive contact with young people.

Boys & Girls Club of Greater Waterbury will conduct reference checks on any candidate for employment or volunteer service. All reference checks shall include two (2) professional and one (1) personal. Should any candidate for employment or volunteer service have previous experience with a Boys & Girls Club, a reference from that former Boys & Girls Club supervisor will be obtained by Boys & Girls Club of Greater Waterbury prior to extending an offer for employment or volunteer service. Additionally, the Boys & Girls Club reserves the right to seek a reference(s)

from a candidate's prior employers, regardless of whether the employer(s) was provided as a reference.

Application Instructions:

Interested and qualified candidates who meet the above requirements should submit a cover letter and resume **via email only** to (subject line "front desk - afterschool"):

general@bgcgwater.org

Applicants must provide a working cell phone number capable of receiving texts and calls. Applications will be reviewed after the deadline and qualified applicants will be contacted for interviews via email &/or text.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER