



Boys and Girls Clubs of Metro South
Job Description

TITLE: Member Services Associate
JOB FAMILY: Program
FLSA STATUS: Non-Exempt
REVISED: January 2025

POSITION SUMMARY:

The Membership Associate position provides quality customer service to members, potential members, parents and guests who utilize the Boys & Girls Clubs of Metro South and to provide support to the staff in carrying out their duties.

ESSENTIAL FUNCTIONS:

- Actively promote membership enrollment; collect and input all membership applications.
- Ensure that membership files are properly stored and up to date and accessible to senior management staff only.
- Sign members in as they enter the building and track and enter all participants in to the daily attendance each morning/afternoon.
- Track daily, weekly and monthly membership attendance for average daily attendance (ADA).
- Assist with monthly, quarterly and annual reports for member tracking.
- Input daily member activity sheets.
- Enforce behavioral/policy issues within membership, delegating respective consequences.
- Process membership billing, renewals and cancellations.
- Record payments for membership, cards and donations.
- Handle all phone communications for the Club and appropriate staff including answering questions and directing calls where needed for appropriate follow-up.
- Provide timely communication and response with all interested requests for information.

QUALIFICATIONS:

- High School diploma or GED required.
- Minimum age of 18.
- Exemplary communication skills (written and verbal) are needed, including the ability to present in front of large groups, interact with and motivate stakeholders, represent the organization at community events and meetings, and write professionally in emails, etc.
- Ability to relate effectively to diverse groups of people (staff, families, youth, etc.) and a track record of building and sustaining meaningful relationships with individuals and teams from all socioeconomic backgrounds.

- Commitment to professionalism including high expectations and standards of quality, a strong work ethic and personal code of ethics, accountability, and dependability.
- Self-motivated and goal-oriented with the ability to set effective objectives for teams and individuals and take ownership for results.
- Demonstrated commitment to the values of diversity, inclusiveness, and empowerment.
- Willing to provide instruction during daily programming times and occasional night and weekend hours. This position does not provide for remote work options.
- Certifications: As outlined in BGCMS Training Academy upon hire or within allocated training timelines.

BOYS & GIRLS CLUB CORE COMPETENCIES:

Engaging Community: Builds bridges beyond our walls to ensure our Clubs’ work is community-focused, welcoming of all, and providing wide-reaching community benefits.

Inclusion: Values all people (members, families, staff, volunteers, donors, partners, etc.) for their unique talents, and takes an active role in promoting practices that support diversity, equity, inclusion, and global work, as well as cultural competence.

Communication & Influence: Listens to understand and expresses self effectively (in written and verbal communications) in ways which engage, inspire, inform, and build commitment to our mission.

Program/Project Management: Ensures program/project budgetary and impact goals are achieved.

Innovation: Creates and implements new and relevant approaches and activities that improve and expand the Clubs’ work and impact in the community and on members.

Developing Self & Others: Develops self (skills and actions) and supports others (e.g., staff, volunteers, members), both formally and informally, to achieve their highest potential.

Teamwork & Cooperation: Demonstrates ability to work productively and cooperatively with others at all levels to achieve individual and collective goals for impact. Understands and manages external emotions effectively in all situations.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

The physical demands of this position are limited and, as such, reasonable accommodations may be made to enable individuals with physical disabilities to perform essential functions of this position.

WAIVER:

I have reviewed the above job description and understand my responsibilities as described:

Print Name: _____ **Date:** _____

Signature: _____ **Date:** _____

The Boys & Girls Clubs of Metro South reserves the right to change and/or modify the job requirements, responsibilities, and qualifications for this position to meet changing business

needs. Further, nothing in this description is intended to represent all functions, duties, and responsibilities of the associate holding this job title, or to alter the at-will nature of their employment.

Understood and Agreed To:

Signature: _____ Date: _____