



TITLE: Club Services Coordinator

DEPARTMENT: Lebanon Clubhouse

REPORTS TO: Lebanon Clubhouse Director

STATUS: Full-time. Hours and days may vary to meet organizational needs, including occasional evenings and weekends. Generally, Monday through Friday, 9:00am-6:00pm.

SALARY: \$17-19 per hour with benefits eligibility after the introductory period.

PRIMARY FUNCTION: The Club Services Coordinator is responsible for assisting members and their parents with all items relating to membership. Responsibilities include maintaining a thorough and accurate membership database, assisting parents with registering their children for membership, checking members in and out of the computer daily, and maintaining attendance records. The Club Services Coordinator will also track and maintain accounts to keep billing current and accurate. Additionally, the Club Services Coordinator will provide clerical duties as assigned, including answering phones, mail distribution, and record keeping. The Club Services Coordinator will also serve as a greeter to the community by answering inquiries and obtaining information for the general public as necessary. This position will support overall front office and afterschool program efficiency.

KEY ROLES:

- Member Services and Customer Service
- Coordinate Volunteer Services
- Responsible for overseeing all parent /family payments and accounts
- Provide engaged presence to prepare youth for success while creating a safe and healthy Club environment that facilitates positive youth development
- Represent the club to all visitors with a professional and positive demeanor
- Check members in and out daily
- Assist in setting up, tracking and maintaining member financial accounts
- Update lobby news displays and Club information.
- Interact with parents and potential clients to distribute accurate information about organizational programs / services, collect fees, and distribute Club policies
- Answer multi-line phone calls, forward and take messages as appropriate
- Provide information to staff, Club members and community members as requested
- Maintain the lobby – decor, materials, cleanliness, lost & found, etc.
- Maintain accurate attendance records

ADDITIONAL RESPONSIBILITIES

- Report to work prepared and on time
- Collaborate and communicate effectively with coworkers, community members and Club members as needed
- Pass a Criminal Background Check and provide reference to checks
- Represent the Boys & Girls Club and it's mission while out in the community

