



BGC Member Service Lead Job Description

- Purpose:** Member Service Lead position is responsible for the entrance and exit to our program each day. Ensuring who is permitted to pick up each member, checking IDs and contacting parents with questions, comments and/or concerns. For all member records, data entry and daily greeting of parent, members, staff and volunteers. Providing a new member orientation to both parents and members and scheduling tours for new or potential families.
- Responsible To:** Boys & Girls Club Unit & Assistant Director
- Payment Rate:** (based on experience)
- Scheduled Hours:** School Year: M-F 12:30-6:00/30
Breaks/Summer: M-F 9:30-6:30
- Qualifications:**
- Communication Skills: Ability to communicate with parents/guardians, members volunteers and staff from all backgrounds and socio economic situations. Mastery or high level of understanding of customer service skills, friendly demeanor and compassion to our families. Ability to have difficult conversations with parents/guardians, members, volunteers and staff, all for the safety and concern for quality of our program for our members.
- Education and Experience: University Bachelor degree or higher (preferred) or 5 years related experience or training in the customer service field; must pass a criminal background check. CPR/First Aid/Universal precautions certified. Must have or willing to obtain.
- Technical Skills: Mastery or high level of understanding around database management, data entry; should feel comfortable viewing emails, calendar schedules, and basic tutorials on subject matter.

Essential Duties:

1. Maintain a welcoming and safe entry and exit to FFY/Boys & Girls Club.
 - a. ID Parents
 - b. Communicate any member-related issues
2. Facilitate an intake process for new parents and members.
3. Maintain front desk space, technology and paperwork.
4. Maintain up to date data in kidtrax member management software as well as paper files.
5. Upkeep files in member's file
 - a. Grant documents
 - b. Behavior/Accident/Note forms
 - c. Intake forms
6. Work with staff to inspire and enable full inclusion of all members in all areas within the Boys & Girls Club program.
7. Fill in other departments as needed and necessary

Competencies:

Attendance/Punctuality: Demonstrates reliability by regularly arriving to work on time and by taking breaks in expected time frames.

Customer Service: Strives to maintain positive internal and external customer service relationships; Represents FFY professionally.

Diversity: Treats others with respect and consideration regardless of their cultural background, status, lifestyle, or position; Exhibits objectivity and openness to others views.

Initiative: Prioritizes and plans assigned activities; Uses time efficiently; Asks for and offers help when needed; Informs supervisor of problems or concerns.

Organizational Support /Ethics: Demonstrates support for Foundation for Youth's Mission and Vision; Follows Boy's and Girl's Club policies and procedures.

Safety and Security: Demonstrates support for Foundation for Youth's safety manual procedures; Uses equipment and materials properly.

Teamwork: Demonstrates team behavior and willingness to promote a team oriented environment; Exhibits cooperative attitude while working on all job tasks and willingly assists others; Performs other duties as assigned.

Please send your resume to:

Boys & Girls Club please contact: bgc@foundationforyouth.com