



POSITION DESCRIPTION

TITLE: Membership Data Specialist

DEPARTMENT: Administration

REPORTS TO: VP, Mission Support

☐ Exempt ☒ Non-Exempt

PRIMARY FUNCTION:

To ensure the accuracy of our membership data in the organization's program software. Build memberships, groups, reports, and financial plans; maintain membership and staff records; update parent portal for remote registration and parent communication; maintain the front desk/entry area, train front desk support staff, support VPs and Club Directors with membership reporting, greet and direct visitors.

KEY ROLES (Essential Job Responsibilities):

Value Driven Leadership

Purse GREATness

- Responsible for regularly running reports to ensure accuracy of membership data.
- Answers telephones, providing general information, referring callers to other staff or taking messages as necessary.

Make an Individual Impact

- Manages Front Desk responsibilities, greeting all members and visitors and maintaining attendance and visitor logs.
- Responsible for maintaining positive relationships with parents/guardians.

Build Safe Kids & Clubs

- Manages Membership Management System including training, enrollment, data entry, and accuracy of data.
- Maintains electronic and hard copy filing systems, making sure they are accurate and timely and facilitate easy retrieval of information.
- Maintain members safety.

ADDITIONAL RESPONSIBILITIES:

- Provide additional support in the Club, directing and supervising members.
- Responsible for making sure all areas are clean and safe in the club by ensuring members are not abusing equipment, eating food, drinking, or chewing gum during activities.
- Administer first aid when needed.
- Responsible for area cleaning, or other cleaning that Unit Director assigns.
- Recommend requisitions, as necessary for the efficient and effective running of all front desk stations.
- Recommend modifications to maintain progress and respond to the changing needs of our organization.
- Organize and participate in special programs and/or events as needed.



- Serve as an active member of the Club's Staff Advisory Committee
- Assume other duties as assigned

RELATIONSHIPS:

Internal: Maintain close, daily contact with Club staff (professional and volunteer), Club members, and supervisor to receive/provide information, discuss issues, explain guidelines/instructions; and instruct.

External: Maintain contact with external IT providers to assist in resolving problems.

SKILLS/KNOWLEDGE REQUIRED:

- High School Diploma or GED
- Prior customer service experience (computers, software, phone, data management)
- Ability to communicate effectively with members, families, staff, volunteers and community - in person, over the phone, and through email
- Ability to use Microsoft Word & Excel; ability to maintain organized electronic files
- Ability to adjust to a fast pace of work, think on your feet and use common sense
- Ability to work independently and in a team-oriented environment
- Excellent problem-solving skills and attention to detail

SKILLS/KNOWLEDGE PREFERRED:

- Familiarity with Salesforce platform
- Prior experience in youth development, education, or recreation

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

Primary requirements of this position are typical to a "clerical" office environment, although from time to time it may require some lifting (up to 50 lbs), bending and extended lengths of time on your feet, while assisting staff during events and other special activities.

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor should it be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.

Membership Data Specialist

Date

VP, Culture & Innovation

Date

Chief Professional Officer

Date