



## **POSITION DESCRIPTION**

**Title:** **Program Assistant, Membership**

**Work Schedule:** Part time, up to 25 hours per week, Monday – Friday generally between the hours of 12:00 pm and 6:00 pm, up to 40 hours per week during school breaks, special events and training sessions.

**Reports to:** Membership Clerk

### **MISSION:**

*“Our Mission is to inspire and empower the youth of Monterey County to realize their full potential to become responsible, healthy, productive and successful citizens.”*

### **PRIMARY FUNCTION:**

The Program Assistant, Membership is directly responsible for achieving the BGCMC's Mission by providing outstanding customer service to reinforce a welcoming, positive Club environment, with special emphasis on instilling a sense of belonging among youth and parents. Additionally, the Program Assistant, Membership is responsible for maintaining accurate Membership records and following Membership protocols and standard operating procedures.

### **OVERVIEW OF DAILY RESPONSIBILITIES:**

1. Ensure the entry area, front counter and other work spaces are safe, neat, clean and in order, including updating bulletin boards and restocking forms, fliers and other information necessary to provide outstanding customer service.
2. Welcome youth into their Club by greeting them by name and with enthusiasm.
3. Welcome parents and other stakeholders by proactively greeting them in a positive manner.
4. Provide prompt, professional, courteous customer service for youth and the general public by knowing current program and activity offerings and helping stakeholders have their inquiries effectively addressed.
5. Communicate effectively using the public address system, over the phone, in person and via email.
6. Adhere to Membership Services protocols and procedures as well and uphold BGCMC rules, operational values, etc. through a youth development approach (that includes fostering a sense of belonging, competence, usefulness, power and influence among youth) and reinforcement of BGCMC core operational values (i.e., Mission-driven, integrity, professionalism, stewardship, and stretch). This includes enforcing mandatory sign-in process for all Members, volunteers, visitors and vendors.
7. Collect and report accurate Membership data utilizing electronic and paper-based tracking tools.
8. Assist with New Member orientations as well as outreach and retention activities.
9. Control and direct traffic in the lobby, front count and general work area.
10. Respecting the confidentiality of member, employee, and volunteer information.
11. Performing other duties as assigned.

### **Essential Working Relationships:**

**Internal:** Maintain close, daily contact with Club professional staff and Volunteers to interpret and explain organizational mission, program objectives and standards, discuss issues, and provide/receive information. Cultivate ongoing relationships with members providing discipline, wise guidance and counsel as appropriate.

**External:** Maintain contact with external stakeholders, including: Members' Parents/Families, schools and institutions of higher education, other youth serving organizations, businesses and community groups to support fulfillment of BGCMC Mission.

### **Environmental and Working Conditions:**

- This position requires the ability to perform work in an office setting as well as in a highly interactive and emotionally and physically stimulating environment. Occasional travel between Club sites is required.

### **Physical and Mental Requirements:**

- Demonstrated ability to:
  - Maintain a high energy level.
  - Be comfortable performing multi-faceted projects in conjunction with day-to-day activities.
  - Effectively communicate with a variety of audiences in various settings.
- Must have a reliable and accessible mode of transportation to commute occasionally between Club sites.

**Maintain and uphold the eight attributes of integrity:**

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| <b>1. CHARACTER:</b><br>Consistency between word and deed | <b>5. PARTNERSHIP:</b><br>Honor obligations                          |
| <b>2. HONESTY:</b><br>Truthful communication              | <b>6. PERFORMANCE:</b><br>Accountability throughout the organization |
| <b>3. OPENESS:</b><br>Operational transparency            | <b>7. CHARITY:</b><br>Generous community stewardship                 |
| <b>4. AUTHORITY:</b><br>Employee encouragement            | <b>8. GRACIOUSNESS:</b><br>Respect and discipline                    |

**QUALIFICATION REQUIREMENTS:**

*In addition to the specific requirements below, overall the successful applicant for this Program Assistant, Membership position will be someone who conveys a professional, mature and customer-service oriented presence and is outgoing, friendly, and communicates effectively in English and Spanish while working in a high-energy, dynamic noisy environment with the ability to maintain attention to detail and assurance of accuracy. S/he will enjoy serving as an information hub for the assigned Unit.*

**Minimum Qualifications:**

- Must be at least 18 years of age and successfully complete pre-employment background check and drug testing.
- Possess a High School Diploma or GED.
- Have one year related successful work/volunteer experience, including but not limited to service as a Reception, Clerical Assistant, Customer Service Representative or similar position.
- Proven experience using computers to maximize workplace efficiency, including email, word processing, spreadsheet and web-browsing software.
- Enjoy working with children and helping them succeed.
- Ability to perform work in a highly interactive and emotionally and physically stimulating environment with diverse stakeholders, including children and Teens, parents, Staff, investors, etc.
- Must have a reliable and accessible mode of transportation to BGCMC work site.

**Highly Desirable Qualifications:**

- Oral and written fluency and proficiency in English and Spanish.
- First Aid & CPR Certification preferred.
- Advanced competency in utilizing nFocus Kidtrax Membership Management software, Excel and other Microsoft Office software.
- Experience working in Boys & Girls Club or other Mission-driven, youth serving organization.
- Post-secondary education, training &/or certification relevant to successfully fulfilling job functions.

**COMPENSATION:**

Salary range begins at \$9.00 per hour based on qualifications. This position is classified as non-exempt and as such is eligible for the overtime provisions of the Fair Labor Standards Act.

**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 is it to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.

**APPLICATION PROCEDURES:**

A completed BGCMC official application, resume and cover letter must be received in the Human Resources Office to be considered for this position.

**Submit completed applications:** By FAX to (831) 394-4898, by mail to P.O. Box 97, Seaside, CA 93955 or in person to our Seaside Unit located at 1332 La Salle Avenue. Materials submitted become the property of BGCMC and will not be returned.

To obtain the required BGCMC application form, visit the BGCMC website at [www.bgcmc.org](http://www.bgcmc.org), or visit our Administration Office located at our Seaside Unit between 9:30am – 4:30pm, Monday – Friday.

BGCMC is an EEO employer committed to excellence through diversity. All employees must be eligible for employment in the U.S.