



BOYS & GIRLS CLUBS
OF MONTEREY COUNTY

POSITION DESCRIPTION

TITLE:	Membership Assistant
DEPARTMENT:	Program Development & Services
REPORTS TO:	Unit Director, Salinas
SALARY:	\$9.00 - \$11.00/per hour dependant on qualifications
SCHEDULE:	Part time (during school) – 25 hours per week, Monday – Friday 2PM – 7PM, Full time (during school breaks and for training sessions) up to 14 weeks is expected.

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.”

POSITION SUMMARY:

Under the supervision of the Unit Director, the Membership Assistant shall provide outstanding service to all individuals entering into BGCMC while driving efficiency in tracking and mainting documentation of required data and supporting BGCMC policies and procedures. The Membership Assistant is responsible for performing assigned duties that will assist in meeting expectations with regards to the following essential functions:

1. Monitoring - Monitoring the entry area and front counter to make sure they are safe, neat, clean and orderly. Ensure that established Boys & Girls Clubs rules and policies are enforced.
2. Clerical – Maintain professional courtesy while interacting with staff and public while on the phone, through email and in person. Use computer for data entry, email, and word processing.

The Membership assistant is responsible for a number of duties including but not limited to:

1. Exhibit a positive, professional image and to address visitor request correctly and efficiently ;
2. Regularly make announcements over the public address system;
3. Monitor areas assigned. Identify and address anything out of order;
4. Learn the names and develop relationships with all members and parents/guardians;
5. Enforce the rules fairly and consistently;
6. Process Membership Applications in an accurate and timely manner;
7. Assist in all New Member orientations;
8. Prepare and send club attendance report daily;
9. Enforce mandatory sign in process for all Members, volunteers, visitors and vendors;
10. Maintain order in the reception area;
11. Maintain an environment that ensures the health and safety of members;
12. Adhere to BGCMC policies and procedures;
13. Strive to achieve a high standard of professionalism in effective communications, personal motivation, and interpersonal skills with peers, superiors, parents and the general public;
14. Respect confidentiality of employees, volunteers and information;
15. Serve as a positive force in the organization by communicating effectively to coworkers and parents;
16. Contribute to the successful implementation of policies and procedures, professional standards, and communication throughout the Boys & Girls Clubs of Monterey County; and
17. Perform other duties as assigned.

QUALIFICATION REQUIREMENTS:

Knowledge

Demonstrated knowledge of principles related to administrative work including the management of information through computer database systems and receptionist functions, effective and professional communication in a customer service setting, the appropriate management of resources in a highly interactive and stimulating environment. This individual must also be able to demonstrate knowledge of principles related to appropriate management of children.

Education

Associates degree or equivalent certification in administration, office management and clerical functions or related field; High School Diploma or GED Equivalent required. First Aid & CPR Certification preferred.

Experience

Minimum of one year experience in the area administration and receptionist functions. Preferred knowledge of the operations of a Boys & Girls Club (or similar organization). Demonstrated ability and aptitude to make correct decisions within established policies. Experience in working effectively with diverse individuals.

Other

- Must be at least 18 years of age and successfully complete pre-employment background check and drug testing.
- Oral and written fluency and proficiency in Spanish and English;
- Proficiency in electronic databases and Microsoft software such as Excel required.

Skills required in the following areas.

- **Communication Skills:** Informing, Listening, Presenting, Writing
- **Decision-making Skills:** Analyzing, Fact Finding, Judgment, Systemic Thinking
- **Leadership Skills:** Developing Commitment, Facilitation, Team Building
- **Planning Skills:** Action Planning and Organizing, Monitoring, Strategic Planning
- **Relationship Skills:** Meeting Skills, Networking, Relationship Building

ADDITIONAL ACCOUNTABILITIES:

Maintain and uphold the eight attributes of integrity:

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

Relationships

Internal:

- Maintain contact with Club Staff, Volunteers, Club Members, and Board of Directors .

External:

- Maintain contact with parents, school officials, and others as required and approved by the CEO.

ENVIRONMENTAL AND WORKING CONDITIONS:

This position requires the ability to perform work in a highly interactive and emotionally and physically stimulating environment.

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 BGCMC work site.

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, 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.