



BOYS & GIRLS CLUBS
OF SPOKANE COUNTY

Title: Member Service Specialist- Front Desk
Supervisor: Club Director
Status: Hourly, Non-Exempt employee
Hours: 25 hours/week during school year and up to 40 hours/week during summer camps
Salary: \$16.50 per hour
How to apply: Please email application, cover letter and resume to:

Northtown Club
544 E. Providence Ave Spokane WA. 99207

kburt@bgcspokane.org

Job Summary: The Member Services Specialist is responsible for maintaining the front desk, providing quality customer service, and ensuring the safety of Club members. Candidates must be organized, cooperative, friendly, and able to create a harmonious environment.

Minimum Qualifications:

- High school diploma or GED equivalent.
- Commitment to be part of an environment that encourages member interaction and engagement, recognizes youth for their accomplishment, and promotes relationships through the facilitation of recreational and educational programs.
- Minimum age of 18.

Desired Qualifications:

- Certification in First Aid/CPR
- Experience in a business or office setting
- Experience in database management, including high-volume data entry
- Boys & Girls Club knowledge/experience

Required Skills/Knowledge:

- Support the mission and goals of the Boys & Girls Clubs of Spokane County
- Serve as a positive adult role model in behavior and attitude
- Ability to motivate youth and use positive behavior management techniques
- Ability to be flexible and adaptable
- Ability to understand and apply directions quickly
- Knowledge and experience in cash management and equipment and software common to office functions, including Microsoft Office
- Ability to communicate clearly and professionally with participants, parents/guardians, staff and vendors as needed
- Understand the developmental needs of youth

Physical Aspects of the Position:

- Ability to stand, stoop, reach and bend; hand dexterity to grasp small objects
- Ability to stand for long periods of time, to walk long distances, and to climb stairs

Essential Duties:

Operate and manage the Clubhouse front desk:

- Maintain the safety, security and appearance of the front desk
- Greet, monitor and track all visitors
- Register new members
- Accurately receive and process payments of membership and activity fees, and submit daily till reconciliation



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- Communicate and disperse information about upcoming field trips, events and activities to members, their families and the public

Accurately maintain all membership and club tracking systems:

- Performs data entry of new and renewing member information
- Track program and membership data for reports as needed for program support
- Maintain all club documents and filing system
- Issue and manage membership cards
- Assist in completing reports as needed in a timely manner

All additional duties as assigned, including mentoring youth members.

Disclaimer:

The information presented indicates the general nature and level of work expected for the described position above. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job. Rather, they are intended only to describe the general nature of the job.

I HAVE READ AND AGREE TO CARRY OUT THE ABOVE STATED JOB RESPONSIBILITIES

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____