



TITLE: Member Entry Specialist
FLSA STATUS: Part-Time (25-29 hours a week or as needed)
SALARY: \$13-15 per hour (depending on experience)
DEPARTMENT: Operations
REPORTS TO: Club Director

About us: Boys & Girls Clubs of Southeast Virginia (BGCSEVA) was founded in 1919 by the Norfolk Rotary Club. Back then, we were known as Boys Club of Norfolk. Today, we have 8 Clubs in 7 cities. Because of our geographic reach, we are now Boys & Girls Clubs of Southeast Virginia; and serve children ages 6-18. Our mission is “to enable all young people, especially those who need us the most, to reach their full potential as productive, caring, and responsible citizens.” Our 3 priority outcomes for our members are: Achieve Academic Success, Display Good Character & Citizenship and Maintain Healthy Lifestyles

Why Work for BGCSEVA: Boys & Girls Clubs fill a critical need by providing affordable after-school and summer care services to families in communities that need us the most. With our organization you’ll work in a fun and supportive environment where every day is a new opportunity to make a change in a young person’s life. All of our staff are professional, driven, passionate, team oriented, attentive and fun!

PRIMARY FUNCTION:

Member Entry Specialist will help ensure the smooth and efficient operational procedures with the front desk department and provide the highest level of customer service to Club members, parents, and visitors. Contributes to developing positive relationships with parents & families.

KEY ROLES (Essential Job Responsibilities):

1. Serving as Club receptionist, professionally greeting all members, parents, and visitors in a welcoming manner, and maintaining visitor logs.
2. Performing regular administrative duties, preparing correspondence and reports as requested by supervisor and other staff, composing draft letters and proofreading all materials for accuracy prior to supervisory review and signature.
3. Disseminate information to Club staff, volunteers, members and families as instructed.
4. Collect all Club payments, issue receipts and record them accurately and follow the organization’s financial policies and procedures.
5. Following up with club members and parents reminding them of their membership renewal dates, attendance concerns and payments as needed.
6. Answering telephones, providing general information, referring callers to other staff and taking messages.
7. Make sure that each member completes a membership form and required documents in its entirety along with the rules packet, collect any membership or program fees connected with the membership. Schedule new parent/member orientation

8. Maintains current records and files for all members.
9. Supervise children when they are in the Games Room and lobby and help to enforce Club rules and policies.
10. Performing other related duties as requested.
11. Ensuring the accuracy of Club's membership data and entering information into the Kidtrax database within a week of member joining or renewing.
12. Maintaining working knowledge of registration processes and procedures.
13. Facilitating accurate Kidtrax member scan in/out activity on a daily basis.
14. Ensure all daily attendance and program attendance is entered in each day and uploaded.
15. Serving as a resource for member contact information when requested by Club Director, administrative staff, or program staff.
16. Maintain familiarity with basic Kidtrax reporting functions to complete daily tasks.
17. Enter social service attendance data for select members into system.

ADDITIONAL RESPONSIBILITIES:

May participate in special programs and/or events. Complete other job duties as assigned.

RELATIONSHIPS:

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

External: Maintains contact with external community groups, schools, members' parents and others to assist in resolving problems.

SKILLS/KNOWLEDGE REQUIRED:

- High School diploma or equivalency.
- 1-2 years experience in office work, organizing & filing.
- Knowledge and experience in youth development preferred.
- Familiarity with computers and functions.
- Good oral & written communication skills.
- Customer service experience.
- Must be able to type 35 words a minute or more.
- Mandatory CPR & First Aid certifications. (within 3 months of employment)
- Valid State I.D.
- Must be able to lift items as heavy as 25 pounds.

Equal Employer Opportunity (EEO) statement: BGCSEVA is committed to the principles and ideals of equal employment opportunity. It is, and shall continue to be, the policy and practice throughout BGCSEVA to foster equal employment opportunity and non-discrimination for applicants, employees, and volunteers without regard to race, color, sex, religion, national origin, age, marital status, disability status, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions including lactation, status as a veteran, or other protected status, if qualified to perform the essential functions of the job with or without reasonable accommodation.

Interested? Please send your resume to smcmannen@bgcseva.org with the subject "Member Entry Specialist". We will continue accepting applications until the position is filled.