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JOB DESCRIPTION

TITLE: Membership Program Manager

SUPERVISOR: Area Director

CLASIFICACION: Non-Exempt

ABOUT US:

Boys & Girls Clubs of North San Mateo County is a unique organization consisting of 3 Clubs and 2 School Based programs in South San Francisco and Pacifica. Our programs are designed to expand on the school day by offering dynamic academic, social and recreational enrichment activities to members 6-18 years old. Club programs promote and enhance the development of young people by instilling a sense of competence, usefulness, belonging and influence.

PRIMARY FUNCTION:

Under the direction of the Site Director, the Membership Coordinator will greet Club members, parents, and members of the public at the front counter of the Club. This person will also be responsible for checking members in and out and managing the membership database and online registration system. This person will also serve as a resource for other sites regarding the online system.

KEY ROLES (Essential Job Responsibilities):

Administrative/System Maintenance Duties

- Monitor and track membership data and payments in the membership tracking system (MTS) and provide regular reports on membership data
- Manage Parent Portal, the online registration and payment system
- Communicate with Vision and Portal developers regarding issues, updates and club needs
- Assist parents with Portal registration
- Answer phones and direct calls in a professional manner

Site Support Duties

- Provide MTS administration and maintenance support for other sites
- Provide parents with program registration support for Parent Portal
- Coordinate with Orange Park Athletic regarding registration and payments

On-Site Duties

- Greet members and parents daily – help create a warm, welcoming environment
- Monitor member sign in/out computer
- Ensure safety and security of the building at front counter entry point
- Maintain a clean, safe and organized environment
- Communicate with site supervisor regarding needs and concerns
- Assist in publicizing events, camps and volunteer opportunities among parents
- Assist in the implementation of program activities, including special events

SKILLS/KNOWLEDGE REQUIRED:

- Strong computer skills, including experience with Microsoft Word and databases
- Previous work experience with children and youth preferred
- Ability to pass Criminal Record background check
- Energy, maturity, leadership skills, strong initiative and ability to motivate youth through positive reinforcement
- Ability to engage respectfully with youth, public, parents, coworkers, etc.
- Excellent written and verbal communication skills
- Bilingual in Spanish and English a plus
- CA Driver's License and clean driving record a plus

TO APPLY: Submit resume and cover letter to Human Resources at hr@theclubs.org.