



Position Description

TITLE: Club Access Coordinator

DEPARTMENT: Programs

REPORTS TO: Center Director

STARTING SALARY: \$16 - \$17 per hour

WORK STATUS: Part-time Monday through Friday (1pm-6pm)

FLSA STATUS: Non-Exempt

PRIMARY FUNCTION

This position is part of a collaborative Club team dedicated to our vision of providing a safe, fun and fulfilling environment for all. This position requires a well-organized person who enjoys working in a demanding, fast-paced environment. The Club Access Coordinator creates the first impression for our families and investors, so professionalism, a positive attitude and superior customer service skills are essential. The Club Access Coordinator will work for the Center Director handling all day-to-day front office needs of the organization.

KEY ROLES (Essential Job Responsibilities)

- Monitor all access to the facility
- Train, Learn, and Utilize Member Tracking System (MTS)
- Identify, greet, and direct individuals entering the facility.
- Enforce visitor and volunteer entry policies.
- Fully understand program options to help caregivers register for services; handle general questions about the organization over the phone, via email and/or face-to-face
- Accurately collect and record membership and program fees; distribute weekly invoices; maintain direct communication with Accounting Department
- Manage State Assistance Contracts: direct parents in completing contract forms and providing all proof of income; maintain records of contract applications and have knowledge of those families who receive assistance
- Perform mostly clerical duties: answer phones, file, data entry, maintain inventory of brochures and forms
- Make Center-wide announcements regarding Club member pick-up notifications, program announcements and crisis communications

- Ensure that every member has fully completed a membership application form along with all additional required documentation; ensure all information is entered in our Member Tracking System (MTS) database software
- Input all daily program attendance data; generate reports as needed
- Assist program staff with the efficient operation of the site
- Maintain cleanliness of front lobby area

ADDITIONAL RESPONSIBILITIES

- May be required to participate in special programs and/or events in evenings and/or weekends
- Will be required to assist in other duties as deemed necessary
- Will be required to work additional hours during our summer program operations (9-10 Weeks)
- Will be required to meet with parents regarding fee collections and registration status

RELATIONSHIPS

Internal: Maintains close, daily contact with Center and Accounting Department 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.

REQUIRED SKILLS/KNOWLEDGE & DOCUMENTS

- Associate degree and 2 years minimum experience in a customer service or front office environment or 3 years minimum experience in a customer service or front office environment with a High School Diploma or GED
- Knowledge of youth development programs
- An interest in and curiosity for data input and analysis
- Experience in an administrative/customer service environment; must be able to work effectively with Club members, volunteers, investors and parents
- Exceptional organizational skills and attention to detail; ability to multi-task
- Strong customer service skills; must be able to maintain a positive, professional demeanor with challenging customers in a fast-paced environment
- Excellent use of Microsoft office products: Outlook, Word, Excel, Database software
- Ability to communicate effectively with the public
- Attendance, punctuality and reliability are critical to this position
- Complete mandatory State/Federal Licensing training requirements within 2 weeks; complete BGCGC orientation training and ongoing training requirements according to onboarding schedule
- Must have reliable transportation

PHYSICAL REQUIREMENTS

Must be able to function with audible and visible distractions. Must be able to sit and/or remain stationary for most of shift. While performing the duties of this job, the employee is occasionally required to stand, walk, use hands to finger, handle, or feel objects, tools or controls, use fingers and hands to type or write, reach with hands and arms, talk or listen attentively, or smell. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Occasionally required to lift, transport items that may weigh 50 lbs. or less.

WORK ENVIRONMENT

This position is performed at our Center site location and may require attendance at evening and weekend events. Occasional domestic overnight trips to attend conferences and/or related professional events may be required.

The Boys & Girls Clubs of Gloucester County is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, orientation, national origin, disability, protected veteran status, or other characteristic protected by law.