



BOYS & GIRLS CLUBS
OF BEND



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TITLE: Membership Services Coordinator

START DATE: Monday, 11/27/23

PERFORMANCE PROFILE SOURCE: Salaried, exempt

SCHEDULE:

- School Year: Monday through Friday, 10 a.m. to 6:30 p.m.*
 - Summer: Monday through Friday, 9 a.m. to 5:30 p.m.*
- *Will occasionally need to work a weekend for a special event or training.

DEPARTMENT: Business Administration

REPORTS TO: Business Manager

THE ROLE – Membership Services Coordinator

The Boys & Girls Clubs of Bend (BGCB) seeks a Membership Services Coordinator to join our team. The ideal candidate will be conscientious, use sound judgement, take initiative, and continuously reflect on growth. The Membership Services Coordinator is responsible for accurate and timely record-keeping, and the safety and well-being of Club members and their caregivers. The Membership Services Coordinator is a public-facing position, meaning it will routinely interact with youth, families, and staff. If you are looking for a fulfilling career helping us create community with our youth and families that aligns with our BGCB mission, this will be the perfect position for you. A successful candidate will exemplify the following traits: a kids-first mindset to decision making, awareness of the Club ecosystem and its needs, high communication and collaboration with team, flexibility, an unwavering positive attitude, and the ability to multi-task and prioritize needs.

THE ORGANIZATION

Founded in 1994, BGCB serves more than 350 Club youth each year through after-school and summer programming. BGCB's mission is to provide youth opportunities for growth that inspire and empower them to reach their full potential in the classroom, at home, and in our community. We lean into this commitment every day by creating safe, engaging spaces where our youth may discover their passions and interests. To ensure equitable opportunities for our community and to ensure we are focused primarily on our kids in Bend who need us most, we strive to offer a sliding scale of scholarships to more than 60% of the youth and families we serve. As a 501c3 nonprofit, we are able to fulfill our mission through fundraising and support from our generous community of champions.

WHY WORK HERE?

In addition to working in a fulfilling role that supports our youth in Bend and makes a difference in their lives every day, you'll be part of our amazing Club team! Specifically, you'll be joining our Mission Support Team, which creates systems and provides support to our fantastic Youth Development Professionals who work with our kids every single day. As the Membership Services Coordinator, you'll manage several streams of Club work and be able to see much of our Club ecosystem in motion. What's more is that we value our team growing and reflecting at every opportunity! Our Mission Support Team meets regularly to focus on professional development, including book clubs on strategy, feedback, and



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difficult conversations, and to continuously build team camaraderie. *Your voice will be heard here.* Also, as a member of the Business Administration team, you'll meet weekly with your manager, the Business Manager, to talk about strategies, tactics, and next steps, and you'll always be encouraged to share your ideas and questions. *Your voice will matter here.* At the front desk, you'll get to know all our youth, families, and teammates through meaningful interactions each day. *Your voice will make a difference here.* Come make a difference for kids with us! Plus, you get to spend one hour of your work week mentoring a Club youth. How awesome is that?!

Compensation, Benefits, & Schedule

- \$40,000 to \$43,000 DOE
- This position is full time, exempt.
- This position is eligible for paid time off as outlined in BGCB's Employee Handbook, including:
 - 14 days of PTO
 - 12 days of sick time
 - 11 observed holidays across the year, such as MLK Day and Labor Day
 - A "winter break" closure
- This position is eligible for benefits including medical, dental, vision, life insurance, and long/short-term disability. BGCB pays 100% of full-time employees' monthly premium.
- All BGCB employees are eligible for a 401(k) Qualified Retirement plan and BGCB matches up to 3% of the employee's contribution each pay period.
- Free or reduced care for school-aged children may be available (limited availability).

PRIMARY ROLE FUNCTION

The Membership Services Coordinator has responsibilities in three key areas:

- Facilitate BGCB's member services, including registration, pick up, and family communications in accordance Club safety protocols within Membership Administration.
- Manage the compilation of data, record keeping, scheduling, reception services, and general clerical tasks within Membership Administration and with the Business Manager.
- Support with facility management that ensures a safe, functional, welcoming Club community that includes cleanliness of the workplace, facility rentals tours and assistance, and vendor management for inspections.

Membership Administration

- Under the direction of the Business Manager, communicate program fees and our late fee policy to Club members, and coordinate scholarship review and notification process.
- Collaborate with Business Manager to follow up with family members and caregivers when fees are not paid on time; in collaboration with Business Manager, arrange flexible payment plans when applicable.
- Execute Club member registration, including communications, online forms, application review, and family onboarding. Create spreadsheets to ensure all family and Club member information is organized and readily available for applicable staff.



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- Maintain spreadsheets including rosters, listservs, and fee tracking. Keep accurate records of rosters – including but not limited to: youth information, attendance, membership status - to maximize numbers of families served while staying within capacity limits, budget projections, and grant requirements.
- Ensure best practices for keeping accurate and confidential records of youth/family information, attendance, and Club membership status.
- Manage communications with parents/guardians regarding registration, attendance, health protocols, scheduling, and Club policy changes; uphold decisions made by leadership and refer complaints and feedback back in a timely manner.
- Create email communications to parents/guardians and update BGCB.org website with program information, family resources, general announcements, and applicable forms and waivers.
- Ensure accuracy of all parent/guardian information packets, waivers, and forms to reflect seasonal changes in programming and operational changes for Downtown Club and East Bend Club, and manage the storage of these documents.
- Ensure that all participating families have signed proper documents and organize said documents based on program year.
- Communicate with Club families to verify income and calculate scholarship rates for all families
- Ensure that confidential information (youth membership applications, scholarship information, data in Club membership system, etc.) is kept secure at all times and is not visible to parents/guardians, Club members, or unauthorized staff.
- Provide programmatic data, such as number of youth served or number of program hours delivered, as appropriate when requested by Club colleagues.
- Develop partnerships with parents/guardians, community leaders and community organizations. This can range from support of Downtown Bend Club and East Bend Club programs to securing in-kind donations in coordination with colleagues on the Resource Development team and the Director of Club Support Services.
- Assess and evaluate needs of Club members and their families on a regular basis to ensure appropriate resources are available in coordination with the Director of Club Support Services and Director of Program Administration.
- Manage community partner's Club membership requests and referrals, and work with Business Manager and Director of Program Administration to accept referrals of families from community agencies.
- Take an active role collaborating with the Director of Program Administration in program outcome measurement, providing assistance with annual reports to BGCA, National Youth Outcomes Initiative reporting, and other Club specific outcomes.
- Be familiar with the signs of child abuse and report any concerns to the Director of Program Administration and CEO.

Facility Management

- Take responsibility for lobby cleanliness (sanitize frequently touched surfaces daily, keep desk and file cabinets organized) and exterior entry.
- Oversee usage of main access points into and out of the building.
- Support Business Manager in the management of facility keys
- Ensure that only those on the authorized pick-up list are allowed to take Club members home.



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- Be familiar with all aspects of the Emergency Operations Plan (EOP) and conduct safety checks daily. Notify the Program Director, Director of Program Administration, and/or CEO immediately in case of emergency and call 911.
- Maintain professional boundaries with Club members, parents/guardians, and staff in adherence to BGCB policies.
- Seek out new facility rental opportunities in order to increase revenue for the Club
- Meet with potential rental tenants to tour the facility and discuss availability, expectations, and pricing, or secure the participation of a responsible staff member to do so
- Directly support the Business Manager with on-site supervision for facility rentals or secure the participation of a responsible staff member to do so during irregular hours, such as nights and weekends.
- Develop and maintain a calendar of recurring building inspections; including but not limited to, OR Fire Marshall Inspections, FirePro Inspections, Thyssenkrup elevator inspections, etc.
- Support the coordination of large cleaning/ removal projects as well as any trips to the city dump.
- Conduct monthly inspections of the fleet of Club vehicles to ensure maintenance is documented.
- Contribute to the Club's overall positive climate for youth development by having a positive attitude toward all Club members, parents/guardians, and staff.

Business Administration

- Support Business Manager with administration processes, such as mail and bank deposits.
- Cross-train and support on Business Administration processes, such as entering vendor information into business platforms and supporting other similar endeavors.

Other Duties (including but not limited to)

- Participates in in Club trainings regarding book clubs, emergency operations procedures, and other themes as appropriate and designated by Business Manager and CEO.
- Mentors two Club members weekly for one hour each at Club while following all Club mentoring guidelines.
- Maintains an "all-hands-on deck" mindset when support is needed for Club.
- Maintains confidentiality of information exposed to during business regarding Club members, club staff, or other Club community.
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to act should a health or safety emergency occur.
- Move and traverse throughout the building as needed throughout the day, with accommodations as necessary.
- Ascend and descend stairs to perform de-icing and snow removal in the case of inclement weather.

EVALUATION

Position holder will establish, with the concurrence of BGCB's Business Manager, specific semi-annual performance objectives and expected outcomes in accordance with the above Key Roles and Job



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Functions. These objectives are dynamic and will be revised from time to time to mutual agreement of the position holder and the Business Manager.

SKILLS/KNOWLEDGE REQUIRED

- Earned a high school diploma or GED
- One or more years of progressively responsible clerical or administrative experience.
- Proficiency in office-based computer programs and OneDrive, familiarity with database or CRM tracking, and management systems.
 - Willingness to learn new software programs and database management.
- Demonstrated sound judgment, tact, and willingness to take initiative.
- Excellent customer service skills with an unwavering, positive attitude.
- Strong written and verbal communication skills required.
- Demonstrated ability to prioritize and pay attention to detail.
- Demonstrated ability to manage multiple tasks with numerous interruptions.
- Demonstrated ability to follow policy and procedures.
- Demonstrated ability in working with youth, families, and community.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

- Must be vaccinated against COVID-19 prior to starting work, unless a reasonable accommodation is approved.
- Must adhere to all rules and requirements outlined in BGCB’s COVID 19 Operational Prevention Protocol.
- Must acknowledge, sign, and adhere to BGCB’s COVID-19 Prevention Protocol that is expected of every Club employee and Club member (via their guardian).
- Must pass a drug test and background check (local, state, and federal, including fingerprints).
- Must have reliable transportation to travel between locations and events as needed.

APPLICATION PROCESS

Applicants should send their resume and a brief cover letter outlining their fit for the role as a PDF document to jeffrey@bgcbend.org. Please use “Membership Services Coordinator – Your Name” as the subject line. Resumes without a cover letter will not be considered.

EQUAL OPPORTUNITY EMPLOYER

At Boys & Girls Clubs of Bend, we don’t just accept differences, we celebrate them. Belonging and respect are at the heart of our organization’s purpose. We promote diversity of values, expression, experiences, and backgrounds, so no matter who you are or where you are from, you feel inspired and empowered when you walk through our doors. As such, we are proud to be an Equal Opportunity Employer. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.



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The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, and objectives required of employees assigned to this job.