



**BOYS & GIRLS CLUB**  
OF COLLIER COUNTY

**Job Posting**

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**Membership Services Assistant**

**TITLE:** Membership Services Assistant

**DEPARTMENT:** Membership

**REPORTS TO:** Family Services and Membership Manager

**STATUS** Part-Time

**CLASSIFICATION:**  Exempt  Non-Exempt

**Job Summary**

Maintain a professional first impression for all members, families, visitors and guests by providing a clean, neat, business appearance. Provide outstanding customer service for all requests by maintaining a positive and helpful attitude. Greet all visitors in a friendly manner and maintain an organized front desk reception area at all times. Facilitate the successful handling of incoming calls, distribute correspondence in a timely manner, input / file / maintain paperwork, organize and attend to minor medical mishaps and other duties as assigned.

Current Schedule is approximately 2:00 p.m. to 7:00 p.m. M-F (subject to change and candidate must be flexible)

**Responsibilities include (*but not limited to*):**

- Serve as a positive and professional role model and ambassador for the organization at all times. Utilize every opportunity to offer efficient assistance and educate the public about the mission of the organization and the important role it plays in the lives of our youth.
- Responsible for developing a working knowledge of every aspect of Boys & Girls Club programming and structure; responsible for communicating that knowledge when appropriate to parents, members and public at large.
- Responsible for acting as an “ambassador” for the organization when greeting parents, donors, guests, Board Members or accepting telephone calls.
- Responsible for supporting the Family Services and Membership Coordinator including the receipting and proper recording of membership payments, membership records both electronic and hard copies.
- Responsible for accurately checking in and out all members with proper procedures. Furthermore, accurately checking a photo ID from each adult at the time of pick up to ensure they are on the pickup list – even if you recognize / are familiar with the adult.

**TO APPLY:**

Must have previous work related experience. A high school diploma or GED is required. Bilingual preferred. Send cover letter and your resume to [hr@bgccc.com](mailto:hr@bgccc.com)

**EOE/DFWP/SFWP**