**Company/Organization:**

Boys & Girls Clubs of Metro Los Angeles

**Location:**

1339 E. 120the Street, Los Angeles, CA 90059

**Position Title:**

Membership Clerk Full Time

**Job Summary:**

Job: Membership Clerk
Job Type: Full Time plus benefits (35 hrs)
Salary: $15-$16 an hour
Location Los Angeles, CA – Watts Willowbrook

**To Apply**: Visit our website at www.bgcmla.org. Click on “Get Involved > Job Opportunities”.

At website: Send resume and cover letter to apply@bgcmla.org with “WWB Membership Clerk” in the subject line.
 **OVERVIEW**
Boys & Girls Clubs of Metro Los Angeles (BGCMLA) was founded in 2015 to bring together Clubs in the south, central, and south east Los Angeles areas and in so doing enhance services to Los Angeles youth that ensure success is within their reach. Currently BGCMLA operates five clubs: Roy W. Roberts, II Watts / Willowbrook Boys & Girls Club, Boys & Girls Club of Nickerson Gardens, Jordan Downs Boys & Girls Club, Challengers Boys & Girls Club, and Bell Gardens Boys & Girls Club with more on the horizon.

Poverty affects close to half a million children in Los Angeles and has devastating effects on their education, workforce participation, earning potential, and social and emotional well-being. Our mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

The Membership Clerk is responsible for maintaining the front desk, accurate membership records, and files, manages program fees, provides clerical support to Club staff, provides quality customer service and ensures the safety of Club members. Must be cooperative, friendly, and able to create a harmonious environment and maintain staff and club member confidentiality.

**MAJOR DUTIES AND RESPONSIBILITIES:**

• Operate and manage the Clubhouse front desk

The Membership Clerk will maintain the safety, security, and appearance of the front desk; greets, monitors and tracks all visitors entering the Club. The position answers all phone calls, determines the purpose of the caller, responds to inquiries or forwards calls to appropriate staff or department. Communicates and disperses information about upcoming events and activities to members, parents and the public.

The Membership Clerk maintains supplies for the facility and front desk; creates and updates lobby area bulletin boards. He/she will also provide support with facility maintenance requests and receive sort and route mail.

• Maintain all membership and tracking systems of the Club

The Membership Clerk will manage club member data, ensures accuracy of data and enters general, program attendance and fees into the membership tracking system. He/she will work with the Site Director to track membership for grant requirements and track program and membership data for reports as needed for program support. The position is responsible for maintaining all Club documents, filing systems and responsible for membership cards. He/she will also assist with recruitment and retention of members by contacting local schools and parents.

In addition, the Membership Clerk collects program fees that might include membership, summer, field trip, transportation, program, and special events. He/she maintains logs, safeguards all financial information and follows up with parents to ensure payment.

• Other Duties

The Membership Clerk abides by and implements Club policies, procedures and federal and state laws. He/she He will provide parent orientation and new member tours (as needed). May be required to assist in other program areas and participate in special events. The position also makes recommendations regarding member’s needs, program ideas, and facility needs. The membership clerk assists in conflict resolution with parents and members. He/she will wear a uniform while working at or attending Club functions and will assume other duties as assigned.

**Minimum Qualifications:**

• High School Diploma or GED.
• Combined experience and/or formal training equivalent to minimum of two years where:
o There is experience using office equipment, a computer and MS Office software,
o Knowledge of office practices and customer service gained.
• Must be able to work a flexible schedule, which may include evenings, weekends and/or holidays.
• Pass Criminal Background Check.
• Pass (negative result) a TB test.

**Preferred Qualifications:**

• Bilingual (Spanish is required for this position).
• Excellent communication and inter-personal skills.
• CPR and First Aid Certifications.
• Prior experience working in a Boys & Girls Club.

**Link To Apply:**

<https://irp-cdn.multiscreensite.com/e1c189f6/files/uploaded/FT%20Membership%20Clerk%202019%20WWB.pdf>

**Full/Part Time:**

Full Time

**Closing Date:**

September 30, 2019