



**BOYS & GIRLS CLUB**  
OF TRUCKEE MEADOWS

**POSITION DESCRIPTION**

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<b>TITLE:</b>	Membership Aide
<b>DEPARTMENT:</b>	Program Administration
<b>REPORTS TO:</b>	Membership Coordinator
<b>STATUS:</b>	Non-Exempt
<b>GRADE:</b>	2

**PRIMARY FUNCTION:**

The Membership Aide is responsible for greeting member, parents, and visitors in a friendly and professional manner. The Membership Aide is responsible for accurately recording all members who check into the Club and check out of the Club. The Membership Aide ensures that the entrance to the Club is a clean, attractive and well-organized to create a positive first impression. Monitoring the flow of people to ensure that unauthorized individuals are not entering programming areas and communicating with program staff. In these instances, the Membership Aide is responsible to communicate via radio and send members to the front counter when leaving.

**SKILLS/ESSENTIAL FUNCTIONS:**

- Learn about programming requirements and objectives for the following 5 core areas:
  1. Education/Career Development
  2. Character Leadership Development
  3. Health/ Life Skills
  4. Sports/Fitness/Recreation
  5. Arts/Crafts
- Serve as the initial point of contact for members, parents and visitors.
- Assist the Membership Coordinator in accepting and processing member applications in an accurate and timely manner.
- Work closely with program and administrative staff as required.
- Demonstrate skills both verbal and written to communicate with a diverse population of members, as well as adults.
- Provide information on Club programs to members, parents, visitors and phone inquiries.

- Provide effective and positive customer service.
- Maintain a clean and orderly environment at all times.

**CERTIFICATION/ASSOCIATION**

- Become CPR/First Aid certified.
- Must be registered with Boys & Girls Clubs of America ([www.bgca.net](http://www.bgca.net)).
- Complete and become certified in at least (2) courses offered through *Leadership University: School of Youth Development. (CORE, Child Safety)*

**EDUCATION/EXPERIENCE REQUIREMENTS:**

- High School Diploma or GED Equivalent
- 0-6 months of experience working with youth or teens

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

- Must be able to perform duties which require walking, talking, hearing, standing, sitting, bending for long periods of time. May occasionally be required to kneel, run and/or climb.
- Must be able to use hands and arms to enter data into the computer, use the telephone and other office equipment
- Must be able to lift, move manipulate and or hold objects up to 45 pounds. Objects that exceed the 45 pound weight limit require additional assistance when moving, lifting or manipulating.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

**DISCLAIMER: This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as desired.**

Signed by: \_\_\_\_\_  
Employee Date