

Position Description

NEOSA DIVISION



Employee Name:

Job Title: Member Services Associate

FT/PT – Exempt/Non: Part Time

Corps: Ashland R&J Kroc Center

Date: March 15, 2021

Reports to: Member Services Manager

GENERAL PURPOSE OF POSITION:

Creates exceptional customer/member service experiences for the Ray & Joan Kroc Corps Community Center. Answers the telephone in a courteous manner and directs calls to the appropriate destination; records accurate and complete messages when necessary. Sells and/or verifies memberships through the established sales system; provides information and answers questions about available programs/classes. Receives and receipts deliveries and donations, greets and announces visitors and clients, provides general information about The Salvation Army Kroc Center operations and services. Performs routine clerical work such as typing and filing.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Serve as the reception/welcome center first contact for all Kroc Center guests- greet all members and guests as they enter the building and provide direction as needed.
2. Provide excellent, prompt and courteous services for guests, members and perspective members of the Ray & Joan Kroc Corps Community Center.
3. Promote the center by selling memberships or classes.
4. Process the accurate accounting and proper handling of all monies daily, whether received by cash, check, credit card, or EFT; handle all monies and information in accordance with The Salvation Army standards of financial accountability; notify patrons of past due payments or payment discrepancies; maintain accurate and complete records of payments.
5. Receive and handle telephone calls, visitors and emails in a friendly and professional manner; direct calls to appropriate program/staff in a timely manner; record accurate and complete messages when needed.
6. Maintain progressive knowledge of all programs, events, parties, class schedules, worship opportunities; listen to members' goals and preferences and connect them to existing and related solutions; maintain awareness of opportunities for increased sales to include personal training, parties, apparel, etc.
7. Check in all members and guests. Enter member information, new registrations, classes, and payments through established membership database system. Maintain class roster and attendance sheets for instructors.
8. Observe and identify customers, clients and members that may be recommended candidates for scholarship assistance. Provide assistance for the scholarship application process if needed.

9. Maintain orderliness and cleanliness of the Point of Sale (POS) stations and kiosks. Keep sales area and reception area clean and neatly arranged at all times.
10. Secure the POS area at the open and close of shift.
11. Provide back-up support for other areas as requested.
12. Adhere to Kroc Center operations as well as all policies and procedures; observe, explain and enforce all safety rules and regulations.
13. Explain and enforce facility policies; monitor the behavior of members participating in activities; promote sportsmanship and behavior appropriate for the activity.
14. Participate in training opportunities to gain a thorough understanding of computer systems, equipment and supplies; maintain and secure equipment in compliance with acceptable standards to ensure the long life of equipment.
15. As requested, assist members and other staff in the set-up of parties, facility rentals and/or special events; ensure areas are cleaned and equipment is restocked after facility use.
16. Protect The Salvation Army interests by observing and preventing potentials for liabilities due to injuries; ensures the safety of all participants. Prepare incident reports in the event of accidents or injuries.
17. Prepare and maintain statistical reports as required.
18. Provide referral information to meet individual and family needs.
19. Serve as initial contact for social service clients as directed by the Director of Social Services.
20. Maintain the confidentiality of all social service clients and member information as required.

OTHER RESPONSIBILITIES:

21. Make various announcements over the intercom, such as car lights being left on in the parking lot or announcements for chapel.
22. Prepare general member correspondence and/or proofread correspondence for errors and proper grammar.
23. Perform routine clerical work as needed.
24. Attend all scheduled staff meetings.
25. Perform other reasonable tasks which may be assigned, as needed.
26. Be sensitive to the spiritual needs of people and offer to refer them to the Corps Officers and/or another spiritual leader at the Kroc Center.

SUPERVISORY RESPONSIBILITIES:

N/A

MINIMUM EDUCATION and/or EXPERIENCE:

- A high school diploma or GED is required.

- Excellent organizational skills, and the ability to communicate & work with all guests, volunteers, and other Kroc Center staff are required.
- Good computer skills, including the ability to use word processing programs, e-mail, database programs, and web searching/browsing, are required.
- Must be able to lift and carry 30 pounds.
- Must be able to stand, stoop, and bend.

SPECIAL SKILLS, CERTIFICATES, LICENSES, and/or REGISTRATIONS

- Must display an understanding of and support of the Mission Statement of The Salvation Army;
- Ability to present a positive and professional image of The Salvation Army;
- Ability to prepare and maintain records and reports in an accurate and complete manner;
- A working knowledge of and abide by the Kroc Center Code of Conduct & Policies;
- A professional attitude and approach to administrative duties, independent work, problem solving, & time management;
- Adherence to employee guidelines set forth by The Salvation Army USA Eastern Territory, NEOSA Division and the Kroc Center;
- The position may require evening & weekend work hours.
- Maintain updated KeepSAFE child and vulnerable persons safety training;
- Must complete a "Webcheck" fingerprint background check, the expense of which will be reimbursed by the Kroc Center after 90 days.

The Salvation Army Mission Statement

The Salvation Army, and international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

The information in this job description indicates the general nature and level of work performed by and employee in this classification. It is not interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position. Acceptable job performance includes the completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of The Salvation Army.

The employed occupies a position of trust and is expected to maintain confidentiality and exhibit loyalty to The Salvation Army and the staff of The Salvation Army in all job related matters and activities.

I have read and understand the job description set forth above. I agree to carry out the responsibilities associated with the position. Furthermore, I have read and will work in accordance with the mission statement set forth above.

Employee Signature	_____	Date	_____
Supervisor	_____	Date	_____
Corps Officer	_____	Date	_____

Divisional Officer

Date