

MEMBERSHIP SPECIALIST

Department: Cain Center

Reports to: Director of Cain Center

Hiring Range: \$16.36 - \$17.39

FLSA Status: Non-Exempt

JOB SUMMARY

The membership specialist will be responsible for growing the membership base and facility use of the Cain Center. This position will work with citizens, companies and staff members to promote the Cain Center. The membership specialist position will be responsible for maintaining membership records, tracking membership types and trends, and presenting the information to the Director as required. This position will be required to create promotional campaigns to increase membership and facility use. The membership specialist will work a flexible schedule including evening and weekend when necessary.

QUALIFICATIONS

Education and Experience:

- High school diploma or GED required.
- 1-2 years of customer service and database experience and/or clerical experience preferred.
- Possession of a valid Texas Class C driver's license.

Knowledge, Skills and Abilities:

- Strong computer skills specifically in the use of Microsoft Office including excel, word and outlook; internet applications, social media, and desktop publishing
- Ability to gather information through researching, interviewing or other methodologies, present in a clear and concise written format and articulate verbal presentations
- Demonstrated ability in effectively working with committees, boards, and volunteers
- Highly developed interpersonal skills, including the ability to communicate honestly and the application of diplomacy to deal tactfully in an open and political environment
- Ability to effectively plan, organize, and maintain records, implement oral and written policies, and maintain good working relationships with community leaders, employees and members of all ages.
- Ability to give verbal and physical instructions to program participants.
- Ability to follow verbal and written instructions from supervisor.
- Ability to exercise good judgment and provide technical assistance to assigned staff and other city staff.
- Ability to work with money, adding, subtracting, counting.
- Ability to fill out attendance and accounting reports.
- Ability to maintain a flexible work schedule to include weekdays, evenings, weekends, holidays

Machines, Tools, Equipment and Work Aids:

- Computer, software programs, copy machine; fax machine; calculator.
- Safety equipment.

ESSENTIAL JOB FUNCTIONS

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

- Handling all questions, information requests, and complaints regarding membership.
- Processing membership applications, renewals, and resignations.
- Maintaining and updating membership records.
- Assisting with member communication activities.
- Collecting data, tracking membership statistics, and preparing reports.
- Developing and implementing strategies to recruit new members.
- Coordinate the design and creation of necessary materials to market and promote membership programs and events to ensure maximum coverage and success.
- Communicate through written memos, email, and meetings. Issue written and oral instructions; assign duties and examine work for accuracy, neatness, and conformance to policies and procedures.
- Responsible for the development and implementation of programs and projects to foster and enhance membership growth.
- Other duties as assigned.

PHYSICAL REQUIREMENTS AND CONDITIONS

- Ability to sufficiently speak, see, hear, and read.
- Office/field environment: may work in inclement weather conditions.
- Essential and marginal functions require maintaining physical condition necessary for sitting, standing, or walking for prolonged periods of time: and operating motorized vehicles.
- Ability to work various hours, including evenings and weekends, as required.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description.