



**Job Title: Member Services Coordinator
(Full-time; Hourly)**

**Reports To: Membership & Youth Development
Director**

Department: Member Services

**Salary: \$50, 000 - \$59,000
(5% bilingual pay differential)**

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Membership Coordinator supports the overall success of the Member Services department. This position plays a key role in delivering an outstanding member experience while supporting membership growth, retention, and daily operations. This position leads front-line membership staff, ensures efficient processes, and fosters a welcoming, service-driven environment.

Key Responsibilities:

- Support membership growth and retention goals while maintaining high levels of member satisfaction.
- Assist with recruiting, training, and supervising membership staff to ensure exceptional service delivery and operational effectiveness.
- Model and uphold a culture of outstanding member service, ensuring positive member interactions and timely resolution of concerns.
- Oversee accurate and efficient membership registration, transactions, and recordkeeping.
- Develop and manage staff schedules to ensure consistent coverage, including evenings and weekends.
- Represent the organization at community outreach events to promote membership and community engagement.
- Process insurance memberships, including but not limited to insurance verification, member correspondence, and communicating wellness program membership agreement terms
- Regularly serve as Manager on Duty as assigned (nights and weekends required)
- Respond to member feedback and inquiries to ensure timely follow-up and resolution.
- Support staff training initiatives and facilitate regular team meetings to promote communication and professional development.
- Performs additional duties as assigned to support membership operations.

QUALIFICATIONS

- At least two years of supervisory or lead staff experience
 - Experience in an office setting including multiple phone lines, computers, and general office machines
 - Strong skill set in communication, organization, and customer service
 - Experience in customer service: has extensive experience and proven success with multi-tasking and record keeping
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- Current CPR/AED certification
 - Must pass a security clearance
 - Must be able to stand and/or sit for long periods of time

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

- Must be able to lift/move a minimum of 50 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Signature: _____

Employer Representative: _____

Date: _____

The statements of this job description are intended to describe the general nature and the level of work being performed by people hired for this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for this position.

Prepared By: Membership & Youth Development Director

Prepared Date: 3/2/2026

Approved By: Senior Staff/Member Experience Director

Approved Date: 3/15/2026
