



Title: Guest Services Analyst
Program: The Salvation Army Ray and Joan Kroc Corps Community Center Coeur d'Alene
Reports to: Center Director
Status: Exempt
Salary: DOE

General Statement:

The Salvation Army is a branch of the Christian Church and the ultimate goal of all programs is the spiritual, emotional, and physical regeneration of all people.

The Salvation Army Mission Statement:

The Salvation Army, an 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.

Position Summary:

The purpose of this position is to support The Coeur d'Alene Kroc Center in the use and implementation of systems to help manage operations. Current systems include the CCMS (Community Center Management Solutions) suite of software, Community Connect (CC), Point of Sale kiosks, krocsales.org, web calendars, on line chat, ActivTrax fitness & retention software.

This position requires a person that leads through service, building trust that results in positive working relationships between all departments and to Kroc members and guests. Equally important is the need for someone who excels at analyzing and solving problems. Lastly, a qualified candidate needs to be disciplined and self-managed.

The Member Systems Analyst will assist leadership as required in staff training, implementation and execution of Center based software tools. The person in this position will work closely with divisional and territorial staff to secure knowledge, divisional and territorial expectations and strategies to maintain a high standard.

Duties and Responsibilities:

- Proven understanding of the various applications that make up the CCMS Suite, CC Suite, specifically RMS and Kiosk Applications.
- Thorough knowledge of Kroc Center operations, business processes and policies.
- Ability to synthesize information and knowledge to establish where issues and inefficiencies exist, then propose and execute solutions.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group; executives, managers, front line users and subject matter experts.
- Develop staff training programs that will assist in growing a culture of excellence in service.
- Train with an ability to effectively present information and respond constructively to questions from those with varying levels of understanding and confidence.
- Utilizing data to identify trends and developing a system of communication through summary, charts and graphs.
- Ability and desire to continuously learn. Including but not limited to understanding new technologies.
- Ability to read, analyze and write technical manuals and reports.
- On-line chat participation and involvement.
- Annual assessment of member policies and procedures in collaboration with the Member Services Manager.
- Identify opportunities for improved system support.
- Create a calendar or system that includes but is not limited to tracking deadlines, maintenance goals, system updates and training. This will ensure accuracy and cohesion throughout departments as it relates to system knowledge and expectations.

- Working knowledge of Microsoft Windows and Office and Lotus Notes.
- Build constructive relationships and maintain communication within all departments.
- Perform other assignment/duties as directed.

General Qualifications and Proficiencies:

- Desire and ability to participate in the mission of The Salvation Army.
- At least three years of prior experience in programming, member services or IT in a community center setting.
- Bachelor’s degree in business, finance, information systems or equivalent experience.
- Demonstrated administrative experience with a high level of organizational and multi-tasking abilities.
- Aptitude and interest in learning about technology and information systems and how to apply them to support The Kroc Center’s needs.
- Demonstrated ability to communicate effectively to large groups of people using persuasive public speaking techniques and in writing.
- Ability to organize and manage information and people.
- Must be able to function effectively with minimal or no supervision and as part of a team.
- Maintain a professional attitude and approach to problem solving.
- Work well and stay motivated with minimal direct supervision.
- Abide by TSA policies and procedures at all times
- Ability to thrive in a team centered environment.

Physical Requirements:

- Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or continuous basis
- Ability to grasp, push, pull objects and reach overhead.
- Ability to lift and carry 40 lbs.
- Ability to operate a telephone
- Ability to operate a computer

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment in order to meet the physical requirements of the position. The Salvation Army will attempt to satisfy requests as long as the accommodation needed is reasonable and no undue hardship would result.

General Statements

The above is general in nature and is not intended to be exhaustive.

Special Comments:

I understand that as an employee I represent The Salvation Army and agree to respect and work within its Christian tenets. This position has access to confidential and private information. It is essential that confidentiality and privacy be observed in the fulfillment of your responsibilities.

I understand that I will be covered by Workers’ Compensation Insurance while on the job and agree to cooperate in properly reporting all work-related injuries or accidents to my supervisor immediately.

I further understand that The Salvation Army does not participate in unemployment compensation insurance, and I will not accrue unemployment benefits while working for The Salvation Army.

By signing this document, I agree that I am able and willing to perform this job as described.

Employee’s Signature

Date

Supervisor’s Signature

Date