

Title: Member Services Manager
Program: The Salvation Army Ray and Joan Kroc Corps Community Center Coeur d'Alene
Reports to: Director of Program Operations and Member Services
Status: Full-time, 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 Member Services Manager will be responsible for supervising the membership team and front desk staff, setting a high level of customer service and performance expectations. This position will oversee and handle membership sales, group inquiries, and retail sales. A primary goal is to provide customers with a positive experience with an avenue to be heard. This position will also work in a collaborative spirit with leadership to develop and maintain consistent channels of communication.

Duties and Responsibilities:

- Supervise all functions of front desk area, including membership sales and transactions, guest relations, and scholarship processing.
- Set the tone for customer's first point of contact at The Salvation Army Ray & Joan Kroc Center.
- Ability to train staff in customer service, Kroc programs and policies and POS technology.
- Oversee the sales of enrolling guests in programs, camps, lessons and ticketed events.
- Communicate adequate knowledge of programs to the front desk team.
- Develop systems to implement background checks of members and day pass guests.
- Be the escalation point for customers/member service issues. This includes but is not limited to invoices, complaints and/or refunds, transactional complexities, and computer data problems or concerns.
- Work with Safety Manager to assist in the training of staff to implement behavior management plan for at risk users of the Kroc Center.
- Recommend and prepare membership focused policy proposals for consideration and in collaboration with appropriate department peers. Communicate newly approved/adopted policies with all departments.
- Implement, evaluate and manage the membership and guest programs. Manage a system of forms, applications and reports so applications for membership and/or scholarships are processed efficiently and as promptly as possible.
- Oversee maintenance of the membership database of records utilizing a complex computer program.
- Meet with potential members and outline member benefits with the goal of securing new memberships. Prepare front desk staff to do the same, with confidence.

- Interact, on a consistent basis, with members of RJKCCC to determine strengths and weakness of the membership and scholarship programs.
- Provide customer comment report with responses and appropriate recommendations if applicable.
- Reconciliation of POS system.
- Oversee the receipt and safe keeping of all cash from each program venue. Oversee preparation of invoices for funds due the Community Center from group use as requested.
- All handling of cash and accounting procedures must adhere to The Salvation Army's policies and procedures.
- Create, monitor and implement staff schedules on a weekly basis.
- Prepare written policy proposals as needed for use with members under the direction of Kroc Leadership.
- Maintain confidentiality.
- Perform other related duties as requested.

General Qualifications and Proficiencies:

- Bachelor's degree in a relevant field, or equivalent experience, and 2+ years of administration/bookkeeping/accounting experience.
- Must possess excellent Guest Relations skills.
- Demonstrated management experience based on productive and positive team building outcomes.
- Reflect a positive and upbeat attitude.
- High attention to detail, consistent reliable follow through and able to prioritize and manage multiple projects and meet established deadlines.
- Must have excellent computer skills; with working experience of Microsoft Office products and an aptitude for learning and using POS/Recreation Management Software.
- Demonstrated knowledge of current management principles and practices including supervisory skills, budgeting and scheduling.
- Meet all health and safety regulations as defined by the Health Department as well as The Salvation Army.
- Demonstrates good judgment, resourcefulness, flexibility, attention to detail, and problem solving.
- Service-oriented team player who can take initiative, work independently and quickly adapt in a fast-paced environment.
- Must be able to work and collaborate with inter-departmental peers and leadership.
- Must engage and work well with staff and guests while maintaining the standards of The Salvation Army.
- Must be able to read, write and communicate in English.
- Able to occasionally work weekends/evening hours, and must have willingness and ability to travel.
- Valid driver's license and insured transportation.

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 such as files, file cabinet drawers and reach overhead.
- Ability to operate telephone.
- Ability to operate a desktop or laptop computer.
- Ability to lift up to 25 lbs.

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.

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