Member Services Assistant

Responsibilities

Role will report to Executive Director and will be responsible for representing the organization as the first point of contact with members. This will include communicating to our current and prospective members via phone and email to answer initial questions and connecting them with the correct Salvo staff to ensure a smooth enrollment and excellent customer service experience. This role will also include managing the administrative onboarding and certifications of all adults within the organization to ensure that requirements of governing bodies and leagues are met.

Excellent customer service skills are required for this role. An aptitude for communicating with members and staff to provide information, time management, problem solving and analyzing information are all critical characteristics required for this role. Additionally, the role requires strict confidentiality of member information, financial information and Club level initiatives that the role will be directly and indirectly engaged in.

Job Duties:

- Manage organization’s phone and general email by providing introductory information to members and connecting them with appropriate Salvo staff.
- Maintain a basic level of information on all programs to provide clear and concise answers to members’ questions or to connect them with Salvo staff.
- Create program summary sheets for internal use to ensure staff and board are providing consistent messages on all programs.
- Responsible for creating and archiving seasonal TeamSnap teams and rosters.
- Ensure that all new coaches have submitted the appropriate payroll documents to Human Resources.
- Ensure that all coaches and managers complete background checks, concussion training, SafeSport training and other required certifications for all governing bodies and leagues.
- Assist with Player ID both on-site and in office to get members registered and processed timely.
- Assists with administrative office duties as assigned.
- Protects organization’s value by keeping information confidential.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Accomplishes organization mission by completing related results as needed.
Qualifications

- 20-30 hours/week – exact days/hours fluctuate. Evening and weekend hours will be required in relation to specific events (ie Player ID, Jamboree, etc).
- Applicant must be proficient with Excel, and Microsoft Office Suite, Google Suite (Drive/Sheets/Docs), and willingness to learn other applications.
- Knowledge of Sport Engine, Demosphere, Affinity, Gotsoccer or other registration systems preferred.
- 1 to 3 years in similar position preferred.
- Self-starter, task/detail oriented, able to oversee projects and keep on timelines, strong problem-solving skills, strong customer service/people skills.

Interested candidates should forward their resume and 3 references (no relatives) to Lisa Wolf at jobs@salvosoccer.org.