



**HIGH 5, INC.**

EDUCATION · ATHLETICS · COMMUNITY

Job Title: High 5 Member Services (Full-time)

Department: Administration

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Position Summary:

A Member Services position works at the front desk in the lobby and is the first contact for families entering the facility. Member Services is the center of High 5 and they support all programs. This role requires high energy, great customer service, problem solving and multi-tasking skills. With knowledge of basic marketing and sales. This role is full-time, Monday-Friday with occasional Saturdays (8AM – 2PM).

Duties and Responsibilities:

- Provide excellent service to all students, families, and co-workers
- Create and maintain a welcoming, caring and professional environment for all
- Work in a team environment, build and maintain healthy, cooperative relationships
- Communicate positively and effectively
- Adhere to all policies and procedures both organizationally and departmentally
- Successfully execute annual Member Services budget while carefully managing expenses and surpassing monthly revenue goals.
- Supply excellent support to our families
- Resolve issues for families
- Communicate programs and answer questions
- Enroll families in programs
- Answer phones and direct as needed
- Be on time and prepared for duties
- Following all opening and closing procedures
- Cleaning and maintaining the lobby
- Give tours of the facility
- Administrative support for all programs
- Accurately post billing and payments in multiple platforms
- Educate families of our programs and encourage to enroll
- Complete additional duties as assigned by their supervisor
- Event planning background
- Basic Marketing background

Qualifications:

- Excellent interpersonal, communication and problem-solving skills
- Satisfactory Criminal Reference Check
- First Aid, CPR and AED certified, can be provided by High 5
- Microsoft office products experience

- Basic Marketing Experience
- Sales Experience
- Flexible schedule with the ability to work an occasional Saturday

Skills:

- Commitment to High 5's Mission and Core Values
- Highly motivated, enthusiastic, patient, responsible and committed to assisting the program achieve its highest level of performance and impact.
- Ability to work in a fast-paced environment and multi-task
- Ability to communicate at a high level to both children and parents
- Ability to problem solve and critically think through daily situations
- Ability to learn multiple software platforms
- Bilingual is a plus

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Expectations:

- Be accepting of ALL children, parents and staff without regard to race, creed, abilities, religion, socioeconomic status, or sexual orientation
- At all times, model, reinforce and abide by the High 5's core values, its policies and procedures
- Build positive, meaningful and caring relationships with parents, children and High 5 staff
- Attend all meetings pertinent to this position
- Maintain and support all procedures that ensure the safety of children, parents and staff
- Always wear appropriate staff shirt and clothing
- Report to all scheduled shifts on time
- Be knowledgeable and adhere to all policies and procedures
- Clock in and out consistently and timely
- Perform additional tasks as needed or requested
- High 5, Inc. is a drug free workplace!

I have reviewed the above job description, and hereby attest that I can meet all the requirements outlined. I also acknowledge that the above job description is not all encompassing and High 5 reserves the right to change these duties at any time during my employment.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

