



## JOB DESCRIPTION

**Written by:** Tim Erlandson  
**Date:** June 5, 2018

**TITLE:** Member Services Representative

**DEPARTMENT:** Worship & Arts

**REPORTS TO:** MSR Coordinator

**SUPERVISES:** N/A

**STATUS:** Non-Exempt

**SCHEDULE:** Part-Time. Must be willing and able to work a varying schedule to cover all hours of operation. They are: Monday – Thursday 6 AM to 9 PM  
Friday – 6 AM to 7 PM  
Saturday – 9 AM to 5 PM

**FUNCTION:** This person serves as the “first contact” to the people that come to TSA Kroc Center. They are the pivot point for the transfer of information. They represent The Salvation Army to the general public that calls on the phone or walks in the door. Their character and attitude must always promote the principles in keeping with the Mission of The Salvation Army.

### DUTIES:

#### Overview:

- Be cheerful, helpful, and patient
- Be a wealth of knowledge dealing with the Dayton Kroc Center
- Represent the Salvation Army well to those that come to our campus
- Perform daily tasks
- Available to help with various campus wide events/activities
- Take direction from Salvation Army Officers as well as direct supervisors
- Follow directions, procedures, and policies and be able to kindly share those with patrons

#### Daily Tasks:

- Greet all members and guests as they enter the W&A building, give direction as required
- Request that all guest sign in and follow proper procedure

- Complete all financial transactions for items sold at the MSR Desk. This includes memberships, program fees and some concession/snack items.
- Answer all incoming calls
- Ensure appropriate supply of all forms, brochures, and program specific “one sheets” at the MSR desk at all times
- Data entry of members contact information
- Perform general research on membership related questions using the CCMS system.
- Help check-in program/class/camp participants
- Perform tasks such as filing, creating labels, folding brochures, pamphlets, etc.
- All other duties as deemed necessary and appropriate by the MSR Coordinator or Business Administrator.

**MINIMUM QUALIFICATIONS:**

- A person of good character
- Able to follow directions
- Willing to work a variety of schedules as needed
- Must be able to read, write, and communicate clearly in English
- Must have good phone and people skills
- Must be able to work well with others
- Must have cashiering experience
- Must have computer skills and be able to learn/understand more complicated systems

**COMMUNICATES WITH:**

Internal

Kroc Center Administrators  
Business Administrator

External

Community Agencies  
Prospective Members  
Corps Members  
Parents of Youth

**WORKING CONDITIONS:**

During an average workday, the jobholder will sit 30% and stand/walk 70%.

<b>Legend:</b>	N	Not at All (Zero Hours)
	V	Very Little (Zero to one (1) hour)
	O	Occasionally (One (1) to two (2) hours)
	F	Frequently (Three (3) to four (4) hours)
	R	Repetitively (Five (5) to six (6) hours)
	C	Continuously (Seven (7) or more hours)

**Body Movements:**

V- Bend/Stoop  
V- Squat  
V- Climb  
V- Reach  
V- Crouch  
V- Kneel  
V- Balance  
V- Push/Pull

**Weight Lifted:**

V - Up to 10 lbs.  
V- 11 to 35 lbs.  
N- 36 to 75 lbs.  
N - 76 or more lbs.

**Weight Carried:**

V - Up to 10 lbs.  
V - 11 to 35 lbs.  
N - 35 to 75 lbs.  
N - 76 or more lbs.

**Hand Movements:**

O- Light grasping  
O- Firm grasping  
V- Pinching  
N- Vibration  
N- Torque  
N- Extended Weight

**Environmental:**

N - Working on heights  
N - Work on uneven ground  
N- Work near moving equipment

**Exposure:**

F - Physical (noise, temperature, dust, etc.)  
V- Chemical (cleaning solvents, fresh paint, etc.)  
O- Radiation (microwave in lunchroom, etc.)  
N – Extreme Heat and Cold  
N – Biological (body fluids)

**General Statement:** The above is general in nature and is not intended to be exhaustive.

**Area of Special Concern:** This position may require long work hours in a very active environment.

**ACKNOWLEDGMENT OF RELIGIOUS PURPOSES OF THE SALVATION ARMY:**

The employee acknowledges that he/she has been informed and understands The Salvation Army's religious purpose and status as a church. The employee agrees that he/she shall do nothing in his/her relationship with The Salvation Army as an employee to undermine its religious mission. The employee agrees and understands that his/her work-related conduct must not conflict with, interfere with, or undermine such religious programs or The Salvation Army's religious purposes.

**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.

This job description is subject to change as programs evolve.

**ACKNOWLEDGMENT:** I have read, understand and have received a copy of this job description.

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Employee Name

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Employee Signature

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Date