



An Affiliate of the
CANCER SUPPORT COMMUNITY

Gilda's Club Middle Tennessee, an affiliate of the Cancer Support Community, is dedicated to providing support, education and hope to all people impacted by cancer, including family members and friends of those diagnosed. Free of charge to everyone, Gilda's Club Middle Tennessee provides a gathering place where people with cancer, as well as their families and friends, can join others to actively involve themselves in building social and emotional support as a supplement to regular medical care. Our evidence-based programming includes support groups, healthy lifestyle workshops, mind-body classes, social activities, educational lectures and community resource information. We build community, so no one has to face cancer alone.

Gilda's Club Middle Tennessee's mission is to ensure all people impacted by cancer are empowered by knowledge, strengthened by action, and sustained by community.

Position:

Front desk/Member Relations

Position reports to the Program Director

The Member Relations & Administrative Support position is a part-time position.

Responsibilities

FRONT DESK

1. Greet and assist members, visitors and volunteers. Maintain sign-in sheets and spreadsheets for members/visitors and volunteers and reconcile in Mindbody (class attendance), Adapt (visits), Unduplicated Visits (visits), and Exceed Further (CRM)
2. Answer phones and direct calls. Assist callers with information, resources and referrals, and call members to confirm or cancel classes and Information sessions. Send out appropriate emails as needed.
3. Conduct tours of the clubhouse as needed.
4. Communicate and coordinate with the Member Relations team to ensure all inquiries and situations are being addressed properly and procedures applied uniformly.
5. Handle incoming mail and distribute to the proper staff member.
6. Sell merchandise and collect and remit funds as needed.
7. Maintain system for library book/resource check-out.
8. Daily closing of the clubhouse. List of duties on a separate sheet.
9. Update and refresh bulletin boards and display stands throughout the clubhouse. Send targeted emails advertising program activities to members when requested.
10. Help set-up, clean, and keep items stocked in the break room and member kitchen. Keep group rooms, office space and storage room organized and in neat order, assist with set-up and breakdown of meeting and group rooms for classes and special events as needed. Empty trash receptacles as needed. Keep paper products, snacks, etc. stocked in storage closets, restrooms, kitchen, meeting rooms, and front desk, keeping track of when it may be necessary to purchase additional items. Place Amazon orders as needed. Refill port pillows, scarves, hats, etc in the library.
11. Create and post death notices. Update the database where necessary when a member or volunteer moves or dies.
12. Accept and inventory in-kind donations and complete paperwork.
13. Other duties as assigned.

Data Entry/Administrative

1. Assist in checking for accuracy of the monthly calendar schedule in Mindbody.
Manage Mindbody scheduling issues daily including sign-ups, confirmations, and cancelling registrations. Send out ZOOM links for virtual offerings 24 hours in advance.
2. Troubleshoot with members concerning any MB issues.
3. Notify members, class facilitators, and all staff of class changes.
4. Send out monthly networking group reminders.
5. Check MB email inbox (RSVP) daily and respond to online inquiries/website forms as needed.
6. Assist with outreach mailing (labels, postage meter).
7. Process CSPs: Enter and update data in database, send welcome email, update in MB (move email from notes to contact info), enter person's name in Unduplicated visits.
8. Maintain Adapt spreadsheets; record daily attendance for all scheduled activities. Maintain Undup database.
9. Administrative support for staff members.

Qualifications and Experience

Above average written and verbal communication and relationship building skills with members and staff.

Ability to adapt to changing technologies in order to achieve the best solutions possible.

Able to manage multiple tasks and prioritize accordingly.

Previous administrative experience preferred.

Professional and outgoing, projecting a warm and welcoming presence while maintaining boundaries and confidentiality.

Ability to complete ongoing responsibilities with minimal supervision.

Above average organizational skills.

Flexibility/able to adjust to changes and prioritize tasks accordingly.

Willingness to pitch in and be part of a team that works together to complete tasks.

Must be able to pass a criminal background check.

High School degree needed.

To Apply: Email your resume to [Kristen Maloney](#).