



Position: Member Services Coordinator
Reports To: Site Director
Location: Kendall Square, Cambridge, MA
Position Type: In-person; Monday-Thursday, 4-7pm
Compensation: \$17 / hour

InnerCity Weightlifting's (ICW) mission is to reduce gun violence by amplifying the voice and agency of people who have been most impacted by systemic racism and mass incarceration.

We partner with program participants through case management and careers in and beyond personal training. Individuals are elevated as experts in fitness and the social issues they've lived. ICW is a culture and community in which power dynamics are flipped, social capital is bridged, and new leaders emerge in the fight to combat long-standing inequities.

Position Overview:

As Member Services Coordinator supports ICW on the social enterprise side of the organization. This role works directly with Member Services team members, coaches and trainers, to provide an excellent customer service experience for our personal training clients.

Key Responsibilities:

- Provide excellent customer service to clients both in person and via email and phone
- Manage ICW Schedule email account throughout shift, ensuring timely follow up
- Manage the training schedule via Mindbody (scheduling platform), ensuring 100% accuracy of schedule
- Ensure all training sessions are checked out at the end of each day and each week, following up with clients who need updated payment info
- Collaborate with Member Services team members and Site Director to ensure clients are receiving best-in-class customer service, and the weekly training schedule is being maximized
- Conduct onboarding calls with potential new training clients, accurately relaying information about ICW and answering any questions they may have
- Communicate with trainers & coaches when schedule changes occur
- Organize and maintain effective system to manage client programs
- Contact Mindbody Customer Service with any questions/problems
- Generate social media content for training services, coordinating with ICW's marketing team
- Author and send emails to new clients, lapsed clients, or all clients as needed

Preferred Qualifications:

- Interest in social justice and passionate about ICW mission
- Displays a customer service mindset
- Experience or interest working in a gym or fitness environment preferred
- Experience using Google platforms and Microsoft Office preferred
- Excellent written and oral communication, interpersonal and organizational skills
- Willing and able to take feedback and adjust behavior as needed with a hunger for professional growth

Benefits:

- Part time employees are eligible for paid vacation hours per year, determined by the number of hours worked per week; see Employee handbook for full list of additional paid holidays
- Employees accrue sick/medical leave time per the Massachusetts Earned Sick Time Laws
- Free use of gym spaces at any hour
- Year-round “summer Fridays” ending at 2pm
- Free access to mental health resource coordinator

ICW values a diverse workplace and strongly encourages people of color, women, LGBT individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply. ICW is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition or any protected category prohibited by local, state or federal laws.

To apply, please visit our [careers page](#).