



Position: Member Services Coordinator
Reports To: Kendall Square Site Director
Position Type: In-person; Part-time, various shifts available
Compensation: \$15 - 17 / hour, commensurate with experience

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.

Key Responsibilities:

- Provide excellent customer service to clients both in person and via email and phone
- Ensure 100% of 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 (with the goal of 200 sessions/week)
- Manage the MindBody training schedule, ensuring 100% accuracy of schedule
- Coordinate with trainers & coaches when changes in schedule
- Manage ICW Schedule email account throughout shift, ensuring timely follow up
- Organize and maintain effective system to manage client programs
- Coordinate in-person requests for membership adjustments via Google Form
- Pull training-related data for leadership & team members as needed
- Manage Coach Session tracker & scheduling processes, coordinating sessions between clients, coaches, and trainers
- Work with MindBody customer services as needed to ensure efficient uses of platform and reporting
- Follow up with new clients throughout first few months to check in/gather feedback
- Conduct onboarding calls with new training clients
- Author and send weekly individual emails to lapsed clients
- Generate social media content for 3-5 posts per week
- Execute on marketing strategy for personal and corporate training services, including design and distribution of digital and print marketing materials
- Support Member Services team in tracking monthly net memberships

Qualifications:

- Interest in social justice and passionate about ICW mission

- Experience or interest working in a gym setting
- A general understanding of gym / fitness environments is a plus
- 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 receive 5 days paid vacation per year; see Employee handbook for full list of additional paid holidays
- Part time employees receive 5 days paid sick leave per year; see Employee handbook for full policies on sick and other paid leave
- Free use of gym spaces at any hour
- Free access to mental health resource coordinator
- Year-round “summer Fridays” ending at 2pm

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

ICW values a diverse workplace and strongly encourages people of color, women, LGBTQ+ individuals, returning citizens, 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.