



FERGUS FALLS YMCA JOB DESCRIPTION

Position Title: Member Engagement Representative

Job Status: Part-time

Reports To: Member Engagement Coordinator

Revision Date: 9.2017

Exempt/Non-Exempt: Non-Exempt

POSITION SUMMARY: Under the direction and supervision of the Member Engagement Coordinator and in accordance with the policies of the branch and association, the Member Engagement Representative will be responsible for the effective and efficient operation of the Fergus Falls Area Family YMCA. This position is responsible for the safety and well-being of all members, guests, and staff in the YMCA facility. The Member Engagement Representative will uphold and support the mission and core values of the YMCA as an ambassador for the YMCA with high standards of customer service.

ESSENTIAL FUNCTIONS:

- Provides overall supervision of YMCA facilities. Ensures that all members, guests, and staff follow the YMCA's Code of Conduct.
- Responds to safety and emergency situations following YMCA procedures.
- Utilizes Incident Reports as needed and according to procedure.
- Provides facility tours as needed and assists at the front desk as needed.
- Assists all YMCA staff with needed concerns, questions, or problems.
- Assists staff with duties related to cleaning, rental set ups, or other items. Gives breaks to staff as needed.
- Monitor and provide breaks for lifeguards. Stays on the pool deck to ensure no one enters the pool while the lifeguard is on break.
- Offers basic fitness equipment orientations to members and guests needing assistance.
- Engages with members and guests in a positive manner.
- Inform management of maintenance issues. Assists in policing litter throughout the building.
- Walks through the building on a regular basis to ensure safety of all areas of the building.
- Informs management of staff or member related code of conduct issues or problems.
- Initiates disciplinary actions and behavioral corrections.
- Open/Close the building as per established hours, making sure the facility is empty and secure at closing time.

GENERAL Y BUSINESS:

- Participate as a team player.
- Effectively communicate the mission, vision, and values of the YMCA to everyone.
- Basic knowledge of all programs and their functions.
- Must follow the policies set forth in the Employee Handbook.
- All other duties as assigned.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and

procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS & REQUIREMENTS:

- Certifications required within 30 days of hire: CPR/AED and First Aid.
- Minimum two year previous customer service and supervision.
- Excellent interpersonal and problem solving skills.
- Ability to communicate and relate effectively to diverse groups of people from all social and economic segments of the community.
- Physical ability to move about the building to give tours along with other duties requiring minimal physical exertion
- Abilities as follows: climb stairs, bend, stoop, kneel, twist, reach with hands, sit, stand for extended periods of time, climb ladders, walk, shovel snow, lift and/or move up to 50 pounds, talk, hear, and have visual acuity.
- Comfort level use of computers.
- Must be flexible, have mental ability to make sound judgements, deal with stressful situations and customer concerns, and willing to work in a multi-discipline setting.

Disclaimer: The above statements are intended to describe the general nature and level of work performed by the employee for this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties, and skills required of the employee assigned to this job. The job description does not constitute an employment agreement between the Fergus Falls Area Family YMCA and the employee and is subject to change by the Fergus Falls Area Family YMCA as the needs of the association and requirements of the job change.

I have read and understand my responsibilities as outlined in this job description.

Employee Printed Name

Date

Employee Signature

Date