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YMCA JOB DESCRIPTION

Position Title: Member Services Front Desk

Classification: Part time Employee (<29 hrs/wk)

Reports to: Membership Director

Pay Grade: 2016-4 (\$9.55-10.98-12.63)

Department: Membership

Revision Date: 1/15/2016

POSITION SUMMARY:

Membership Services Staff is responsible for quality member service at the front desk/courtesy counter. This position will help maintain a satisfactory level of membership participation and retention. This position is also responsible for membership information and sales, facility tours, program information and registration, merchandise sales and member/guest check-in procedures. This position will act as a receptionist, answering the phone for all departments. At times is responsible for building supervision and opening and closing the facility. Membership Services staff will uphold and support the mission and four core values of the YMCA.

ESSENTIAL FUNCTIONS:

1. Attend and participate in all scheduled staff meetings.
2. Communicate information regarding our services, in person and on the telephone.
3. Maintain printed materials (forms) up to date and available (always have copies on hand).
4. Answer and direct all incoming telephone calls in a professional manner.
5. Greet members, guests and participants in a professional and friendly manner by name when possible.
6. Collect appropriate fees for program, membership and other services accurately.
7. Check and take membership cards and when necessary question individuals on status of membership and collect appropriate fees in a professionally respectful manner.
8. Maintain membership files by keeping them filed alphabetically and in the appropriate locations.
9. Use proper grammar and spelling in order to maintain accuracy for members.
10. Distribute keys and equipment and other items when necessary.
11. Keep desk area clean and free of food, drink, and cell phone.
12. Maintain and keep the lobby area clean and free of debris.
13. Participate as a team player
14. Sell memberships, programs, merchandise and other items
15. To be knowledgeable of ALL aspects of the YMCA, including building operations, membership services, programs and other information.
16. Accurately handle money and to be able to balance daily receipts.
17. Offers and conduct facility tours.
18. Supervise building while on duty and periodically walk throughout the building keeping an eye on behavior of members and guests and safety issues.
19. Take the necessary actions for member/guest safety and including disciplinary actions.
20. Responsible at times to open and close facilities per procedures.
21. Accepts all other tasks assigned through the Membership Director or other lead staff.
22. Build meaningful relationships with members, guests and other YMCA staff. Interact in a positive manner at all times and get to know members on a first name basis.
23. Uphold and exemplify the principles of the YMCA including the core values of honesty, caring, respect, and responsibility.

24. The incumbent must be able to fulfill the above job requirements by purposefully and seamlessly challenging her/himself and others to accept and demonstrate the positive values of Caring, Honesty, Respect and Responsibility.
25. Must observe 1 class offering every six months in order to better answer questions and sell programs. (Do not need to take class; Must observe *different* class offerings each time)
26. Must follow the policies set forth in the Employee Handbook.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys 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:

1. Certifications required within 30 days of hire: CPR/AED and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Previous customer service, sales, or related experience.
5. Basic knowledge of computers.
6. Ability to multi-task.
7. Basic math skills and accurately handle money.
8. Physical ability to move about the building to give tours, check on door alarms, pick up equipment left in gyms, vacuum, wipe tables, lift laundry baskets, etc.
9. Must be detailed oriented.

Employee Printed Name Date

Employee Signature Date

Supervisor Printed Name Date

Supervisor Signature Date