



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

FERGUS FALLS YMCA JOB DESCRIPTION

Job Title: Front Desk/Membership Services
FLSA Status: Non-exempt
Reports to: Membership & Marketing Director

Job Status: Part-time
Primary Department: Membership
Revision Date: February 2021

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living, and social responsibility. The Front Desk/Membership Services Staff at the Fergus Falls YMCA is responsible for providing quality member service via member/guest check-in, membership sales, facility tours, and program information and registration. At times, the Front Desk/Membership Services staff is responsible for building supervision and opening and closing the facility.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:

- Attend and participate in all scheduled staff meetings.
- Communicate information regarding our services, in person and on the telephone.
- Maintain printed materials (forms) up to date and available (always have copies on hand).
- Answer and direct all incoming telephone calls in a professional manner.
- Greet members, guests and participants in a professional and friendly manner by name when possible.
- Collect appropriate fees for program, membership and other services accurately.
- Check and take membership cards and when necessary question individuals on status of membership and collect appropriate fees in a professionally respectful manner.
- Maintain membership files by keeping them filed alphabetically and in the appropriate locations.
- Use proper grammar and spelling in order to maintain accuracy for members.
- Distribute keys and equipment and other items when necessary.
- Keep desk area clean and free of food, drink, and cell phone.
- Maintain and keep the lobby area clean and free of debris.
- Participate as a team player
- Sell memberships, programs, merchandise and other items
- To be knowledgeable of ALL aspects of the YMCA, including building operations, membership services, programs and other information.
- Accurately handle money and to be able to balance daily receipts.
- Offers and conduct facility tours.
- Supervise building while on duty and periodically walk throughout the building keeping an eye on behavior of members and guests and safety issues.
- Take the necessary actions for member/guest safety and including disciplinary actions.
- Responsible, at times, to open and close facilities per procedures.
- Accepts all other tasks assigned through the Membership Director or other lead staff.

- 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.
- 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.
- Must observe 1 class offered 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)
- Must follow the policies set forth in the Employee Handbook.
- Other duties as assigned by supervisor.

LEADERSHIP COMPETENCIES:

- Values
- Inclusion
- Communication
- Emotional Maturity

WORK ENVIRONMENT & PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must be able to work in a face-paced environment.
- 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, walk, shovel snow, lift and/or move up to 30 pounds, talk, hear, and have visual acuity.
- Comfort level use of computers.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The noise level in the work environment is usually moderate but varies.

QUALIFICATIONS:

- Excellent interpersonal and problem solving skills.
- Previous customer service, sales, or related experience.
- Basic knowledge of computers.
- Basic math skills and ability to accurately handle money.
- Ability to multi-task.
- Must be detail oriented.
- Must be able to pass a background check.
- Within 30 days of hire, completion of Child Abuse Prevention, CPR/First Aid/AED, Blood borne Pathogens training, and other training.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- 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.

ADDITIONAL ELIGIBILITY QUALIFICATIONS

If 18 or over, must be able to successfully pass a background check.

EEO STATEMENT:

The Fergus Falls Area Family YMCA (the Y) provides equal employment opportunities (EEO) to all employees and applicants for employment without regards to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Y complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has

facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absences, compensation and training.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____