



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Fergus Falls Area Family YMCA Front Desk/Membership Services

Job Title: **Front Desk/Membership Services** FT or PT: Part-time

FLSA Status: Non-exempt

Revision Date: 9/29/2018

Reports to: Membership Coordinator

Primary Function/Department: Youth Development,
Healthy Living, Social Responsibility

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. The position will act as a receptionist, answering the phone for all departments. 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:

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. 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.
24. 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)
25. Must follow the policies set forth in the Employee Handbook.
26. Other duties as assigned by supervisor.

LEADERSHIP COMPETENCIES:

- Values
- Inclusion
- Communication
- Emotional Maturity

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.
- Within 30 days of hire, completion of Child Abuse Prevention, CPR, First Aid, AED, Bloodborne Pathogens training, and other training.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.

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.
- The employee needs sufficient strength, agility and mobility to perform essential functions related to job.
- 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.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____