



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

DUNELAND FAMILY YMCA JOB DESCRIPTION

Job Title: **Member Services Front Desk Representative**

FLSA Status: **Non-Exempt**

Status: **Part-Time**

Pay: **\$8.50 / hour**

Reports to: **Membership Director**

Revision Date: **October 26, 2021**

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening the community through youth development, healthy living, and social responsibility. Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships, and programs, and maintains cleanliness and organization of the lobby area.

ESSENTIAL FUNCTIONS:

1. Provides excellent service to members, guests, and program participants in the branch and on the phone, contributing to member retention.
2. Interviews and/or tours prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and to the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. May hand out locker keys and towels; may monitor the locker rooms as required.
7. Shifts available: Monday through Friday: 7:00 am-12:00 pm; Saturdays: 6:45 am-11:00 am and 11:00 am -3:00 pm; Sundays 9:45 am – 2:00 pm.

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.



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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.

QUALIFICATIONS:

1. Certifications required within 30 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem-solving skills.
3. Ability to connect with people of diverse backgrounds.
4. Previous customer service, sales, or related experience.
5. Basic knowledge of computers.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to sit, stand, walk, use hands and fingers, handle or feel objects, tools, or controls; reaches with hands and arms; climb or balance; stoop, kneel, crouch, crawl; smell and hear. The employee must occasionally lift and/or move up to 30 pounds.

ABUSE RISK MANAGEMENT:

- Adheres to policies related to boundaries with youth.
- Attends required abuse risk management training.
- Reports suspicious and inappropriate behaviors.
- Follows mandated abuse reporting requirements.
- Adheres to job specific abuse risk management responsibilities.
- Front desk personnel—ensures youth are properly signed in and signed out, ensures only authorized adults are allowed in the facility, etc.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification and subject to reasonable accommodation. This is not intended to be used as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. This document does not create an employment contract, implied or otherwise, other than "at will" employment relationship. The signature indicates that you have read and understand the job description provided for the position.

Employee Name (Printed)

Employee Signature



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Date

Supervisor Signature

Date

The Duneland Family YMCA instills the values of caring, honesty, respect, and responsibility through programs and services that build a healthy spirit, mind, and body for all.