

# BEDELL FAMILY YMCA

## JOB DESCRIPTION: MEMBER SERVICES STAFF MEMBER

### GENERAL FUNCTIONS:

Under the direction of the Membership Services Director and in accordance with the policies of the Bedell Family YMCA, the Member Services Staff member will be responsible for front line member services with an emphasis on program information and records.

### QUALIFICATIONS:

1. Provide friendly, prompt, and courteous service to our members and guests.
2. Possess excellent written and oral communication skills.
3. Be computer literate, including experience with the MS Office Software: Word, Excel, etc, and become knowledgeable in Core software.
4. The ability to assist other YMCA staff and handle a variety of tasks in an organized manner is required.
5. Be self-motivated, able to make decisions and work independently, maintain confidentiality, and demonstrate leadership skills.
6. This position requires the employee to observe all members and guests by sight, sound, and active interaction.

### MAJOR RESPONSIBILITIES:

1. Provide information and assistance about YMCA memberships and programs to our members and general public.
2. Ensure members and staff all receive professional, efficient, and quality service both in person and over the phone. Includes meeting, greeting, and thanking members and non-members as they enter and leave the facility.
3. Ensure office environment is friendly, welcoming, and maintaining a high level of professional business atmosphere at all times.
4. Understanding and knowledge of information contained in program guide, membership rate sheet, "Communications", Flyers, and other binders at the services desk.
5. Assist in campaign and fundraising efforts.
6. Ensure a safe environment by properly checking in members and guests, being aware of weather conditions, monitoring sidewalk conditions, and the activities of members and guests.
7. Distribute membership cards when signing up new members.
8. Handle cash, checks, and credit card transactions at cash register and reconcile at the end of your shift.
9. Ensure overall cleanliness of the front area of the facility. This includes, but is not limited to: putting items away after usage, picking up litter, dusting, washing

- windows, wiping chairs/tables, removing clutter, sanitizing counter tops, and notifying housekeeping staff of immediate cleaning needs.
10. Responsible for timely and accurate completion of projects assigned to member services staff.
  11. Provide support to the Membership department through various means including typing, printing, filling, copying, and any other duties as assigned.
  12. Attend scheduled meetings and trainings.
  13. Comply with all YMCA procedures, processes, and policies as developed and implemented.
  14. Assist with shift or duty coverage as needed due to illness or special circumstances.
  15. Adhere to OSHA standards and guidelines.
  16. Uphold and exemplify the principles of YMCA Character Development values of CARING, HONESTY, RESPECT, AND RESPONSIBILITY.
  17. Assume all other duties and assignments as deemed appropriate by the Member Services Director.

**EFFECT ON END:**

1. A positive, friendly member services area for all who enter the facility.
2. Increased promotion of YMCA philosophy and programs.
3. Increased positive feelings toward the YMCA and the Member Services Department; as well as increased participations in its activities by members, staff and the community.