

Member Services Associate

Reporting Relationship: Business Manager

FLSA Type: Non-Exempt



Mission Statement: To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

GENERAL FUNCTION

Under the direct supervision of the Member Services Supervisor and in cooperation with the directors and management team, the Member Services Associate will assist members, guests, and staff with friendly knowledgeable service in a professional manner. This position ensures that the Welcome Center functions at maximum efficiency and courtesy to fully support the customer service objectives of the YMCA.

SPECIFIC FUNCTIONS

- ___1. Greet members, visitors, and staff pleasantly, professionally, and promptly as they enter and exit the building. Effectively communicate rules and guidelines to members and guests.
- ___2. Must be knowledgeable about memberships, services, and programs available at the YMCA. Encourage participation in the facility and program orientations.
- ___3. Must maintain a balanced cash drawer and accurately record all receipts.
- ___4. Receive and properly route telephone calls for the branch, taking legible and detailed messages when necessary. Answers telephone by the 3rd ring, in a friendly and cooperative manner.
- ___5. Attend monthly staff meetings.
- ___6. Be familiar and fluent with opening and closing procedures to be able to cover all shifts.
- ___7. Assist in training new staff if asked by your supervisor.
- ___8. Use appropriate problem solving when dealing with member complaints. Complete membership applications accurately, along with program sign ups.
- ___9. Work on special projects whenever assigned.

- ___10. Keep reception area neat, clean, and attractive cleaning whenever necessary. Fold and put towels away in a timely manner.
- ___11. Assist supervisor(s) in various tasks including, but not limited to, filing membership information, processing paperwork, and completing projects designed to improve member retention.
- ___12. Responds to emergency situations in accordance with YMCA policies and procedures. Completes incident and accident reports as required
- ___13. All other duties as required.

EDUCATION/ EXPERIENCE

Must be a high school graduate or equivalent and at least 18 years of age preferred. Prior customer service experience helpful and must have good communication and strong public relation skills. Typing and computer skills are required. Must be outgoing with a friendly and pleasant appearance. Mathematical aptitude with good telephone etiquette is required.

CERTIFICATIONS

Standard First Aid and AED Certification
Cardiopulmonary Resuscitation