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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

SUPERIOR DOUGLAS COUNTY FAMILY YMCA – JOB DESCRIPTION

Job Title: Member Services Representative

FLSA Status: Non-Exempt

Job Type: Part-Time

Reports to: Community Engagement Director

Revision Date: 02/16/2024

Summary/Objective

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.

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

- Provides excellent service to members, guests, and program participants in the branch and on the phone, contributing to member retention.
- Interviews and/or tours prospective members; sells memberships; completes merchandise sales; promotes programs.
- Builds relationships with members; helps members connect with one another and to the YMCA.
- Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
- Applies all YMCA policies dealing with member services.
- Maintain desk and lobby cleanliness and assist in folding towels as needed
- Exhibit all YMCA values
- Fosters an inclusive environment appreciative of differences in the workplace. Meaningfully participate in and lead efforts to support the Y's commitment to equity and diversity.

YMCA Competencies

- Values: Accept and demonstrate the Y's values
- Community: Desire to serve others and fulfill community needs

- Inclusion: Work effectively with people of different backgrounds, abilities, opinions, and perceptions
- Relationships: Build rapport and relate well with others
- Developing Others: Take the initiative to assist in developing others
- Decision-Making: Make sound judgments, and transfer learning from one situation to another
- Change Capacity: Demonstrate an openness to change, and seek opportunities in the change process

Supervisory Responsibility

This position does not involve any supervision responsibilities.

Work Environment

This position operates mainly at the front desk of the building. Typical office materials are located here. This is the main area where members come to check in, so there can be times where it can get busy and noise levels can rise.

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.

- The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type/Expected Hours of Work

This is a part-time position. The building is open weekdays and weekends and hours for shifts will depend on the needs of the front desk area.

Travel

This position does not require any traveling.

Required Education and Experience

- Excellent interpersonal and problem-solving skills; detail oriented.
- Ability to connect with people of diverse backgrounds.
- Previous customer service, sales, or related experience; ability to multi-task.
- Excellent customer service and communication skills, both verbal and written
- Basic knowledge of computers and phone systems.
- CPR/First Aid and AED certified. Training can be provided upon hire and must be obtained within 60 days. Higher levels of certification are accepted.
- Commitment of supporting principles of equal opportunity and affirmative action to achieve a diverse work environment.

Additional Eligibility Qualifications

Must be able to pass a background check.

EEO Statement

The Superior Douglas County 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.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____