



## Worthington Area YMCA

### Member Services Associate Job Description

**Position Title:** Member Services Associate

**Supervisor:** Khrystyna Lupkes, Membership Engagement Director

#### **Job 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 Member Services Associate at Worthington Area YMCA maintains a supportive positive atmosphere that welcomes and respects all individuals. Responds to member needs, guest needs, promotes memberships, and programs.

#### **QUALIFICATIONS:**

- Previous customer service, sales, or related experience.
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Basic knowledge of computers.
- Must be 18 years or older.
- Must follow appropriate dress code and demonstrate the core values of the YMCA's

**Character Development: Caring, Honesty, Respect and Responsibility.**

**Essential Functions:** Responsibilities include but are not limited to:

- Acting Manager on Duty (MOD) if full-time staff is out of the building
  - Still call full-time manager in cases of emergency
- Ensures members are properly signed in and signed out, ensures only authorized members are allowed in the facility, etc.
- Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
- Maintains cleanliness and organization of the lobby area.
- Answers the phone within the first four rings
- During their shift, Member Services Associates will help members and guests.
- Cash Management
- Counting and maintaining accurate balance in cash drawer
- Front Desk Staff will clean their work area including dusting the display area.
- The last Shift will close the building and put away things including but not limited to, weights in the fitness area, balls from the gyms, turning off lights, etc.
- Ensure that all laundry is washed and dried at the beginning and end of each shift
- Be knowledgeable of and implement emergency procedures.
- Enforce rules and guidelines.
- Develops and maintains positive relationships with volunteers and members
- Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
- Applies all YMCA policies dealing with member services.



- May hand towels; may monitor the locker rooms as required.
- Complete projects assigned by full-time management as assigned.
- Ensure that the checklist is completed at the end of each shift.
- Communicating with colleagues via the Front Desk notebook. (Any information that needs to be passed along to other members of staff at the Front Desk should be written in the notebook with date and time (if there is no information to pass along then please write as much in the notebook)

**Public Relations:**

- Establish and maintain relationships with members/guests.
- Develop and maintain positive relationships with other YMCA personnel.
- Represent the member services department in a professional manner.

**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.

- Visual skills
- Auditory skills
- Ability to be active
- Certified in CPR/First Aid/AED (will provide certification if necessary)
- 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.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit, reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

SIGNATURE:

I have reviewed and understand this job description.

\_\_\_\_\_

\_\_\_\_\_

Employee's name

Employee's signature

Today's date: \_\_\_\_\_