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YMCA OF GREATER KALAMAZOO JOB DESCRIPTION

Job Title: **Member Services Staff – FT
(afternoons/evenings/weekends)**

Job Code: Service Worker

FLSA Status: Exempt/Full-Time (<40 hours)

Job Grade: III

Reports to: Association Member Services Director

Revision Date: March 2021

POSITION SUMMARY:

Under the guidance of the Association Member Services Director, this position is responsible for member retention, sales, and service at the Welcome Centers of the YMCA facilities (Maple). These responsibilities should be accomplished in accordance with the YMCA Mission and the general operational policies and procedures of the YMCA of Greater Kalamazoo. This position works independently under general direction and is expected to determine how to accomplish tasks efficiently. The normal schedule for this position is Tuesday – Saturday afternoon and evening.

Success in this position will be measured, in part, by 1) annual department goals being met, 2) customer/family satisfaction being rated high as determined by statistical survey data, 3) knowledgeable in YMCA operations, programs and services, and 4) functional responsibilities being satisfactorily met.

ESSENTIAL FUNCTIONS:

The listed functions are representative of the attributes necessary for successful performance of the position. Substitution of comparable training or abilities, as well as reasonable accommodations for persons with disabilities, will be taken into consideration.

1. Provides excellent service to members, guests, program participants, and staff through in person interactions, phone calls, and email communications.
2. Processes daily membership transactions including tours, member database revisions, program enrollment, auditing, financial assistance processing, and financial transactions.
3. Ensures building security; performs health screenings and identification verifications as necessary.
4. Effectively responds to concerns, suggestions, and complaints with the goal of ensuring a positive experience in accordance with all applicable YMCA policies.
5. Develops awareness and an atmosphere of support for the YMCA and its programs within the community.
6. Builds relationships; helps members connect with the YMCA community and highlights the value and importance of Y membership.
7. Demonstrates and communicates the YMCA Mission, purpose, goals, policies and standards to staff, volunteers, members, guests, and program participants.

8. Staffs desk in accordance with staff schedule as developed by Association Member Services Director; fills additional shifts as needed.
9. Performs other duties as assigned by the Association Member Services Director.

YMCA LEADERSHIP COMPETENCIES:

Mission and Community Oriented: Accept and demonstrate YMCA values. Work effectively with people of different backgrounds, abilities, opinions and perceptions. Demonstrate a desire to serve others and fulfill community needs. Recruit volunteers and build effective, supportive working relationships with them.

People Oriented: Seek first to understand the other person's point of view and remain calm in challenging situations. Build rapport and relate well to others. Listen for understanding and meaning; speak and write effectively. Take initiative to assist in developing others.

Result Oriented: Strive to meet or exceed goals and deliver a high-value experience for members. Embrace new approaches and discovers ideas to create a better member experience. Make sound judgments, and transfers learning from one situation to another. Establish goals, clarifies tasks, plans work and actively participates in meetings. Support fundraising. Follow budgeting policies and procedures and report all financial irregularities immediately.

Personal Development Oriented: Accurately assess personal feelings, strengths and imitations and how they impact relationships. Pursue self-development that enhances job performance. Demonstrate an openness to change and seeks opportunities in the change process.

QUALIFICATIONS:

Education/Training/Certifications:

1. CPR and First Aid certification within 30 days of employment
2. New Staff Orientation, Listen First Training, and Child Abuse and Prevention Training within 30 days of employment
3. Blood Borne Pathogens Training within 30 days of employment
4. Child Abuse Prevention & Child Abuse Prevention and Reporting Awareness
5. COVID training

Technical Knowledge/Skills:

1. Excellent communication, interpersonal, and problem-solving skills.
2. Proficiency in Microsoft Office suite word processing, spreadsheets, and other basic computer functions. Experience in membership management and resource scheduling software preferred.
3. Ability to connect with people of diverse backgrounds
4. Spanish or other commonly spoken language desired

Proficiencies and Professionalism:

Language Skills – Ability to:

1. Read, analyze, and interpret general and technical business communications and licensing manuals

2. Effectively present information and respond to inquiries at individual or group level
3. Communicate effectively at all levels with staff, members and volunteers

Mathematical Skills – Ability to:

1. Accurately calculate percentages and discounts
2. Keep accurate timesheets

Cognitive Skills – Ability to:

1. Solve practical problems, while considering various impacting factors
2. Interpret instructions in variety of written or oral formats

Work Performance Skills – Ability to:

1. Organize, prioritize and manage tasks with limited supervision
2. Cooperatively balance department and organizational goals
3. Be an effective team member
4. Exercise professional judgment
5. Make good, sound decisions and take decisive action when called to do so
6. Consistently and positively interact with customers and coworkers
7. Demonstrate willingness to learn, accept responsibility, take initiative and be flexible
8. Maintain confidentiality
9. Represent the YMCA in a professional manner both inside and outside the YMCA through a positive and well-motivated attitude and support of YMCA programs, mission, and goals
10. Exhibit the core values of Caring, Honesty, Respect and Responsibility

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

1. Ability to walk, stand, and sit for long periods of time.
2. Exposure to communicable diseases utilizing appropriate PPE.
3. Must be able to lift and carry supplies weighing up to 20 pounds.
4. Ability to stand or sit while maintaining alertness for several hours at a time.
5. Position may require bending, leaning, kneeling, and walking.
6. Ability to speak concisely and effectively communicate.
7. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
8. Ability to view/enter data on a computer monitor for long periods of time.
9. Ability to observe/evaluate facility and groups of customers/staff by sight and sound.