



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Greater Kalamazoo Job Description

Job Title: **Member Services Staff (Spanish speaking)**

DOL Status: Part Time

Job Code: Service Worker

FLSA Status: Nonexempt

Job Grade:

Reports to: Member Services Coordinator

Revision Date: November, 2019

Primary Department: Member Services

Leadership Level: Leader

POSITION SUMMARY:

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:

1. In both English and Spanish, provides excellent service to members, guests, and program participants in the branch and on the phone, contributing to member retention.
2. Interviews and/or tours prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and to the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. May hand out locker keys and towels; may monitor the locker rooms as required.

QUALIFICATIONS:

1. Spanish language proficiency required (written and spoken).
2. Certifications required within 30 days of hire: CPR/AED, and First Aid.
3. Excellent interpersonal and problem solving skills.
4. Ability to connect with people of diverse backgrounds.
5. Previous customer service, sales or related experience.
6. Basic knowledge of computers.



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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.
- 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 and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 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.