

YMCA of Greater Kalamazoo
Job Description

Job Title: Member Services Staff

Job Code: Service Worker

FLSA Status: Non Exempt, Part-Time (25 hrs or less)

Job Grade: III

Reports to: Membership Director

Revision Date: March 2015

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.

Essential Functions:

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

YMCA Competencies (Leader)

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 limitations 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:

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

Signature

Date

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