



YMCA of Cass and Clay Counties Job Description

Position Title: **Member Services Team**
Department: Member Services
Classification: Non-Exempt
Supervisor: Member Services Coordinator
YMCA Leadership Level: Leader
Background Check Level: 3
Revision Date: 4/10/17

Mission:

The YMCA of Cass and Clay Counties is a not-for-profit community service organization dedicated to enhancing the spirit, mind and body of all persons through quality leadership, programs, services and facilities.

Position Summary:

Under the supervision of the Member Services Coordinator, this position is responsible for excellent customer service to members, guests, and staff while answering phone calls, scanning membership cards, assisting members with questions, and referring questions to the appropriate management staff as needed.

Supervision of:

None

Qualifications:

Required Education, Certifications, Experience

1. At least 18 years old
2. 6 months directly related customer service experience

Required Within a Specific Time Frame:

1. Within 1 week of hire: CPR/AED Certification for Adult, Child, and Infant
2. Within 1 week of hire: First Aid Certification
3. Within 1 month of hire: Member Services Team Member certification

Other Important Skills and Abilities:

1. Positive, effective, calm, and professional communication – verbally and written – with staff, members, children, parents, and others – tailoring the communication style to the appropriate audience
2. The ability to work effectively with people of different backgrounds, abilities, opinions and perceptions
3. Excellent customer service skills
4. Ability to maintain confidential information
5. Excellent attention to detail
6. Proficient use of computers with working knowledge of Microsoft Word, Excel and Outlook

Essential Functions:

YMCA Competencies – **Leader:**

1. Mission Advancement:
 - Accepts and demonstrates the Y's values
 - Demonstrates a desire to serve others and fulfill community needs
 - Recruits volunteers and builds effective, supportive working relationships with them
 - Supports fundraising

2. Collaboration:

- Works effectively with people of different backgrounds, abilities, opinions and perceptions
- Builds rapport and relates well to others
- Seeks first to understand the other person's point of view and remains calm in challenging situations
- Listens for understanding and meaning; speaks and writes effectively
- Takes initiative to assist in developing others

3. Operational Effectiveness:

- Makes sound judgments, and transfers learning from one situation to another
- Embraces new approaches and discovers ideas to create a better member experience
- Establishes goals, clarifies tasks, plans work, and actively participates in meetings
- Follows budgeting policies and procedures, and reports all financial irregularities immediately
- Strives to meet or exceed goals and deliver a high-value experience for members

4. Personal Growth:

- Pursues self development that enhances job performance
- Demonstrates an openness to change, and seeks opportunities in the change process
- Accurately assesses personal feelings, strengths, and limitations and how they impact relationships
- Has the functional and technical knowledge and skills required to perform well
- Uses best practices and demonstrates up-to-date knowledge and skills in technology

Position Specific Competencies:

1. Greet members, guests and staff with a smile and provides excellent customer service by assisting them with questions or contacting the appropriate person to provide them with answers to their questions
2. Scan membership cards
3. Distribute equipment as needed
4. Take reservations for courts
5. Communicates requested information on programs and services, or contacts the appropriate person to assist them
6. Keeps printed materials available
7. Answer and directs all incoming phone calls including calls for management staff
8. Contact the Membership Coordinator if prospective members have questions on membership opportunities or a facility tour. If unavailable, contact the MOD to provide the tour. If they are interested in purchasing a membership, follow the membership sign up procedure.
9. Accurately handles incoming money and balances daily receipts
10. Contacts the MOD (Manager on Duty) for any emergencies as necessary
11. Uses Daxko Engage software when needed to complete tasks, assign tasks, and log in-person conversations.

Other:

1. Is on time and present for scheduled shift; when unable to work scheduled shift – informs supervisor per policy
2. Attends mandatory departmental meetings and training sessions as required
3. Maintains a neat and clean work area, free of hazards
4. Follows YMCA policies and departmental procedures
5. Follows all emergency and safety procedures
6. Wears name tag at all times
7. Other duties upon request by immediate supervisor

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, provided it does not impose an "undue hardship" on the employer.

- 67-100% of Shift: Stand and Walk (at Schlossman only); Seeing; Speaking, Hearing, Understanding the English Language; Reading & Writing the English Language; Keyboard & Mouse Use; Lifting or Carrying up to 10 lbs;
- 34-66% of Shift: Sit in a chair (at Fercho only); Stand and Walk (at Fercho only)
- 6-33% of Shift: Bend; Light grasping; Fine dexterity; Tactile sense;
- 1-5% of Shift: Sit in a chair (at Schlossman only); Twist; Reach above head; Pushing or Pulling up to 10 lbs; Lifting overhead up to 10 lbs

*The YMCA of Cass and Clay Counties is an Equal Opportunity Employer.
We conduct a criminal background check on all employees.*

Acknowledgement for receipt of Job Description:

I understand that the above statements are intended to describe the general nature and level of work being performed by the individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. I have received a copy of this Job Description and have read and understand its contents and by signing below am stating that I can perform this position with or without accommodations. If I feel that I need accommodations – I have attached information regarding this.

Employees Name (Please Print)	Date
Employee Signature	Date