



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

MARSHALL AREA YMCA JOB DESCRIPTION

Job Title: **Membership Services Staff**

FLSA Status: Part-time

Supervisor: Director of Member Experience

Revision Date: 10/2022

POSITION SUMMARY:

Under the direction of the Director of Member Experience, a Membership Staff is responsible for maintaining the welcome areas of the YMCA and greeting all members upon check in. Staff will collect all payment and dues needed and maintain files for all members. This position will aid the Marshall Area YMCA in fulfilling our mission of instilling the values of caring, honesty, respect and responsibility through programs that support youth development, healthy living, and social responsibility.

SKILLS & QUALIFICATIONS:

- High school diploma or equivalent required.
- CPR, First Aid, AED certifications must be completed within 60 days of hire (YMCA provided).
- Must be able to work in a fast-paced environment and be efficient at multitasking.
- Ability to establish and maintain positive relationships with staff, volunteers, YMCA members, the general public, and people of diverse backgrounds is essential.
- Strong communication, customer service and problem-solving skills.

ESSENTIAL FUNCTIONS:

- Provide excellent service to all members, guests and participants by greeting and welcoming all individuals, handle incoming calls and follow up calls in a friendly manner to build relationships, understand members goals and interests, and ensure that each member or guest has a positive experience.
- Process membership payments, enrollment, registrations and verify cash as required. Included but not limited to new member sign up, program registrations and locker rentals.
- Provide detailed, accurate and timely information on memberships, schedules, costs, programs and facility information.
- Effectively handle problems, conflicts and special requests through close communication with staff, volunteers, members, and guests.
- Seek out accurate information and ensure proper communication of issues.
- Responsible for overall cleanliness and appearance of welcome center and facility.
- Assist with clerical functions of the welcome center which include but are not limited to filing, member calls, copying, member mailings and form verifications.
- The incumbent must be able to fulfill the above job requirements by purposefully challenging her/himself and others to accept and demonstrate the positive values of Caring, Honesty, Respect, and Responsibility.



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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 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 noise level in the work environment is usually moderate.
- The work schedule may include mornings, afternoons, evenings, and weekends within the individual's availability.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____