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YMCA JOB DESCRIPTION

Membership Services

Job Title: Part-Time **Membership Services Assistant** Job Code:

FLSA Status: Hourly Job Grade:

Reports to: Office Manager Revision Date: 1/13/2015

POSITION SUMMARY:

Under the direction of the Office Manager, and consistent with the Christian Mission of the YMCA, the front desk assistant is responsible for assigned duties of the upstairs front desk and reception area. The position provides quality member and program participant service and sales, and is responsible for clerical and reception functions of the YMCA.

ESSENTIAL FUNCTIONS:

- Be knowledgeable about all programs and services that the Y has to offer. Have the ability to answer questions about the Y, as well as, current or upcoming registration information.
- Perform various secretarial functions for the Office Manager, which may include making copies or phone calls.
- Answer incoming calls and route calls to appropriate person(s) and/or voicemail. Answer questions and take registration information over the phone when necessary.
- Ensure that guests, registrants, members and parents are treated with the utmost care and concern. Provide assistance that is needed. Answer questions as needed. Meet and greet. Give tours. Take and process registrations. Take payments and provide receipts.
- Help ensure that only members, program participants and authorized guests use the facility.
- Assist the office manager in maintain all registration information in a neat and orderly fashion behind the front counters. Help ensure that we have appropriate registration forms at the front desk.
- Assist the office manager in maintaining adequate tour brochures and other Y information at each counter.
- Assist with check-in and check-out of program kids as needed. Ensure that sign-in and sign-out books are available for parents. Ensure that only authorized person(s) sign-out each child.
- Report in a timely manner to the office manager any problems, issues or departmental concerns that may occur from time to time.
- Provide for a strong professional image in appearance, uniform, and conduct.
- Assist in ensuring that the upstairs facility is locked and secure at the end of the day.
- Process memberships and details of the draft system. Cancel memberships that are not current.
- Assists office manager in maintaining records and files on all aspects of membership system.
- Monitors the activation/deactivation of membership cards or entry passes.

- Follows the proper guest register procedures and completes all steps in the guest register policy.
- Submits all relative information to office manager in a timely manner.
- Helps enforce membership polices, rules and regulations.
- Serves as a member of the total staff team by participating in staff training, meetings, etc.

YMCA COMPETENCIES

Mission Advancement: The incumbent shall have performed his/her duties satisfactorily when his/her staff are working at an overall good level of performance, facility care is evident, program quality and variety is in place, finances are on track, committees are meeting on time and overall image an perception of the work area is good and well liked which will relate to increased members and retention.

Collaboration: Develops strategies to ensure staff and volunteers reflect the community. Builds and nurtures strategic relationships to enhance support for the YMCA. Serves as a community leader building collaborations based on trust and credibility to advance YMCA mission and goals. Communicates for influence to attain buy-in and support of goals. Provides tools and resources for the development of others.

Operational Effectiveness: Integrates multiple thinking processes to make decisions. Involves members and community in the development of programs and activities. Ensures execution of plans. Institutes sound accounting procedures, investment policies and financial controls. Assigns clear accountability and ensures continuous improvement.

Personal Growth: Fosters a learning environment embracing diverse abilities and approaches. Creates a sense of urgency and positive tension to support change. Anticipates challenges that can sidetrack or derail growth and personal learning. 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.

QUALIFICATIONS:

This position requires experience in business and clerical operations. The incumbent must possess excellent clerical skills, with typing and computer knowledge preferred. The position requires excellent human relation skills, as well as, the ability to communicate effectively with both on the phone and in person to a wide range of people. The incumbent must have the ability to handle multi-tasks. The ability to carry out assignments without direct supervision is important.

Motivation, a positive attitude and willingness to be a team player is essential.

Once employed, the front desk assistant must successfully complete the YMCA's new employee orientation training.