



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## JOB DESCRIPTION MEMBER SERVICE – FRONT DESK

Under the direction of the Operations Director, Welcome Center Staff are responsible for providing front line member service to our members and guests as well as facilitating communication to and between members, guests and staff. This position shall be primarily responsible for exceptional customer service including: front desk reception, membership sales and renewals, program registration, court reservations, and telephone inquires and general walk-ins.

### IDENTIFICATION:

Job Title: **Front Desk**

Status: Part Time (10-15 hours week)

Reports to: Member Service – Front Desk

Department: Membership

Revision Date: July 2021

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### POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility.

### ESSENTIAL FUNCTIONS:

1. Provide excellent member service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
2. Interviews and/or tours prospective members: sells membership.
3. Builds relationships with members; helps members connect with one another and to the YMCA.
4. Handles and resolves membership concerns and inform supervisors of unusual situations or unresolved issues.

### PRINCIPLE DUTIES:

1. Be on time, ready to start work at Welcome Center at the beginning of your shift.
2. Be open and willing to be a substitute to work a shift where there is no coverage, including opening, closing and weekend shifts.
3. Conduct prospective member tours as per training; demonstrate consistent excellence in sales and closing techniques, telephone and in-person service, and prospective member engagement.
4. Perform responsibilities such as cashing out, and balancing daily transactions.
5. Maintain an orderly and neat work space.

6. Be ready and able to respond to an emergency, assemble emergency equipment and assist in care of the member and/or guest.
7. Attend all staff meetings (mandatory) and be able to work as a team player.
8. Work some nights and weekends as assigned.
9. Perform all other duties as assigned.

#### **SKILLS AND COMPETENCIES/ KNOW HOW:**

1. Able to multi-task (helping customers, answer phone, handle other duties)
2. Able to be efficient, proficient and knowledgeable in customer services, cashiering, and decision making.
3. Able to learn information about each department to better serve potential members and current members or know where to find it.
4. Able to understand the relationship of the general public to the association, of staff to volunteer, and of staff to staff, and be able to effectively enhance and cultivate those relationships.
5. Able to communicate effectively with adults and children alike.
6. Self-motivated, enthusiastic, service-oriented team player with a positive attitude and welcoming personality.
7. Carry out and contribute to the mission and goals of the YMCA.
8. Strong listening and communication skills.
9. Intermediate knowledge of phone and computer systems.
10. Previous customer service experience is a plus.
11. Ability to handle multiple tasks

#### **YMCA LEADERSHIP COMPETENCIES:**

Mission Advancement: Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs.

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.

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. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates and 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.

### **QUALIFICATIONS:**

1. Child Abuse Prevention (or within 30 days of employment)
2. Oxygen Administration, First Aid, CPR/AED for the Professional Rescuer
3. Others to be determined

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

This section includes any unique working conditions as well as physical demands, which will vary based on the position *and may be performed with or without reasonable accommodation*. In light of the Americans with Disabilities Act (ADA) and the inclusive nature of the Y, it is crucial that the physical and mental dimensions of each job be accurately and clearly identified, and not overstated.

1. Ability to walk, stand, and sit (including on the floor) for long periods of time.
2. Exposure to communicable diseases and bodily fluids.
3. Must be able to lift and carry food and supplies weighing up to 20 pounds.
4. Ability to stand or sit while maintaining alertness for several hours at a time.
5. Position may require bending, leaning, kneeling, and walking.
6. Ability to speak concisely and effectively communicate.
7. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
8. Ability to view/enter data for long periods of time.

### **SIGNATURE:**

I have reviewed and understand this job description.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

Today's date: \_\_\_\_\_