



## **JOB DESCRIPTION – MEMBER SERVICES**

**Job Title:** Member Service Associate

**Association:** Greater Carbondale YMCA

**Incumbent:**

**Supervisor:** Membership Director

**Date:**

**Status:** Part/Full time hourly

### **General Function:**

Under the direct supervision of the Membership Director and consistent with the Christian mission of the YMCA, the Member Service Associate is responsible for supporting member service related activities, functions and staff. In addition to providing excellent service for members and guests, and support of member services.

### **Know-How:**

- High school diploma or equivalent required.
- 3-5 years of experience in Customer Service and Office Operation.
- Knowledge of computers, standard software, word processing, copiers and other standard office equipment necessary for daily efficient office operations.
- Current First Aid and CPR certifications
- Must be attentive to details, be able to work with and meet deadlines, take initiative to develop and provide information and controls necessary for efficient operations.
- Must have excellent human relation, written and oral communication skills.
- Must be able to multi-task, take initiative in making decisions and solving problems in the areas of assigned responsibilities and in the best interests of executive leadership
- Must be able to work independently with little supervision and under pressure while maintaining a positive attitude.
- Ability to work efficiently independently with little supervision and as part of a team.
- Organizational, time management & Problem/Resolution abilities
- Display a personal commitment to program development and quality customer service.
- Ability to represent the YMCA in a mature and professional manner.
- Valid Photo ID.

### **Physical Requirement:**

- Sight, Hearing and Speaking
- Standing, Walking, Stooping, Kneeling, Squatting, Climbing, Sitting
- Lifting and carrying a minimum of 20 lbs.
- Pulling a minimum of 75 lbs.

### **Principle Activities:**

- Maintain exceptional quality standards w/ facility and member/customer relations including providing prompt and courteous service to members, staff and guests of the YMCA.
- Ensure that all facility policies and procedures are enforced as well as controlling access to facility.
- Follow established procedures and execute sound judgement when allowing for exceptions.
- Specialize in DAXKO computer systems, policy and procedure and branch offerings.
- Resolve member concerns in a professional, courteous and timely manner.

- Perform daily quality checks on membership area to ensure that it is clean and well stocked with supplies.
- Provide support to program services with daily operations, including but not limited to the following: program support, problem resolution, registration, receipting, telephone answering, tours and sales to provide support to maintain successful and accurate operations.
- Specialize in all membership & program inside and outside sales and retention.
- Assist with training of new hires in member services
- Knowledge & execution of emergency procedures.
- Continue personal development, growth & education of one's self.
- Assist Executive Staff with annual and capital campaign administration.
- Support and participate in associate and community fair/special events such as health fairs, races, Annual Meeting and others as needed.
- Association responsibilities and/or other duties & activities as assigned by supervisor.

**Effect on End Result:**

The effectiveness of the incumbent can be measured by:

- Mission Delivery
- Communication from membership and finance office is courteous, professional, timely and effective to promote consistent and effective membership operations.
- Steady growth and retention of overall facility membership.
- Maintaining accuracy of program and membership records & other administrative functions as related to membership overall.
- Enhancement of staff retention & performance.
- Positive attitude and enthusiastic performance of duties.
- High morale and satisfaction of fellow staff, volunteers, members and participants.
- Quality of program, customer and member service delivery.
- Attention to detail and follow through in the execution of all job components in a timely manner.
- Effectiveness will also be measured by the extent of which the incumbent is a supportive staff member achieving the overall goals of the Greater Carbondale YMCA.

We understand and mutually accept that the above job description represents our agreement as to the job to be performed. This job description reflects management's assignment of essential functions. It does not prescribe or restrict the tasks that may be assigned.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date