 

Northfield YMCA Job Description

Job Title: **Members Services Front Desk**

FLSA Status: Non-exempt Job Grade: 2

Status: Part-time Department: Membership

Reports to: Member Experience Coordinator Revision Date: 12/08/21

**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. Creates a welcoming and safe environment for all members of all backgrounds and abilities. Promote a positive, professional and welcoming atmosphere by providing excellent service to all Y and community members and guests. Responds to membership and program needs, promotes memberships, programs and services and maintains cleanliness and organization of the front desk and lobby area. Enthusiastically greets customers, answer questions and provides facility tours as needed.

**ESSENTIAL FUNCTIONS:**

1. Greets and assists at the front desk in a courteous, professional and friendly manner. Builds effective, authentic relationships with members and program participants. Strive to enrich their Y experience by introducing them to new programs, staff, other members and volunteer activities.
2. Answer the telephone, provide requested information, direct calls and take accurate messages.
3. Provide the benefits of becoming a member and give facility tours, explaining the Y mission, volunteer opportunities and scholarships available.
4. Respond to member and guest needs. Contact appropriate personnel when necessary. Handle complaints in a courteous manner. Effectively negotiate and resolve customer service problems.
5. Schedule reservations, provide rental information and sell Y merchandise.
6. Process participant program registrations, to include membership sign-up and issues new member ID cards.
7. Handle potential new member phone inquiries using Y best practices.
8. Follows YMCA policies and procedures; responds to emergency situations.
9. Handle membership and program paperwork and administrative tasks.
10. Attends all staff meetings.

**YMCA COMPETENCIES (Leader):**

*Mission Advancement:* Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

*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. 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.

*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.

**QUALIFICATIONS:**

1. Strong communication, customer service and problem solving skills.
2. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
3. Previous customer service, sales or related experience.
4. Ability to actively listen.
5. Self-started, able to handle multiple tasks under limited supervision, work well in a team setting and be detailed oriented.
6. Experience and knowledge with computers.
7. Cash handling skills and the ability to reconcile shift transactions accurately.
8. Certifications required within 30 days of hire: CPR/AED, First Aid and Child Abuse Prevention.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is frequently required to sit, stand, walk and handle computer controls quickly so as to process needs timely.