 

Northfield YMCA Job Description

Job Title: **Members Services Lead Staff**

FLSA Status: Non-exempt Job Grade: 3

Status: Full-time Department: Membership

Reports to: Member Experience Director Revision Date: 11.15.22

**BENEFITS:**

This is a full-time position. Benefits to working full-time at the Y include:

* Free Family Membership
* Discounts on Programs
* Retirement Accounts
* Insurance Stipends
* Paid Time Off (Up to 200 hours annually)
* Professional Development

**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. The Members Services lead is responsible for leading and supporting the training of member services front desk and ensuring standard operating procedures are in place for membership front desk activities. The Members services lead will update membership manuals and generate membership and program reports that support the work of the YMCA. 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.

**OUR MISSION AND FOCUS**

The Northfield Area Family YMCA builds strong kids, strong families and a strong community. We will relentlessly pursue opportunities that strengthen our community and help them thrive. **Youth Development-**Encourage and nurture the potential of all youth we serve. **Healthy Living-**Improve whole life wellbeing in our communities. **Social Responsibility-**Develop socially responsible communities.

**ESSENTIAL FUNCTIONS:**

1. Works with membership department leader to meet membership goals.
2. Responsible for members services team front desk coverage schedule.
3. Lead and support the training process of members services team members.
4. Develops and updates members services manuals, schedules, member packets and standard operating procedures.
5. Processes new memberships and program registrations and helps audit paperwork.
6. Generates membership and program reports from membership database
7. Helps organize membership events and promotions.
8. Works 5 desk shifts per week.
9. Provides excellent customer service to members, guests and program participants in the branch and on the phone, contributing to member retention.
10. Builds effective, authentic relationships with members and program participants.
11. Provide the benefits of becoming a member and gives facility tours.
12. Responds to member and guest needs. Contact appropriate personnel when necessary. Handle complaints in a courteous manner. Effectively negotiate and resolve customer service problems.
13. Assists with prospecting and lead generation for new members, including post-tour calling and following up on referrals and terminations.
14. Schedule reservations, provide rental information and sell Y merchandise.
15. Process participant program registrations, to include membership sign-up and issues new member ID cards.
16. Follows YMCA policies and procedures; responds to emergency situations.
17. Handle membership and program paperwork and administrative tasks.
18. Attends all staff meetings.
19. Fosters an inclusive environment appreciative of differences in the workplace. Meaningfully participate in and lead efforts to support the Y’s commitment to equity and diversity.

**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.

**SUPERVISORY RESPONSIBILITY**

This position will not formally supervise any Y staff.

**WORK ENVIRONMENT**

The Member Services Lead Staff will work primarily at the front desk and also in an office to ensure that members and their guests receive positive, respectful service. The work environment will require mobility between different parts of the Y. Will also use standard office equipment: computers, phones, photocopiers, filing cabinets, and fax machines.

**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.

* The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**POSITION TYPE/EXPECTED HOURS OF WORK:**

This is a full-time position. The building is open 7 days a week. The Member Services Lead will primarily work evenings and weekends. The typical schedule is likely to be Tuesday through Fridays 12 – 8 PM and Saturdays 6:45 AM – 2:30/3 PM with the possibility of changing with notice from the Director.

**QUALIFICATIONS:**

1. Minimum of two years of customer service experience.
2. Strong communication and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Strong interpersonal skills with the ability to build rapport and credibility quickly.
5. Ability to actively listen.
6. Self-started, able to handle multiple tasks under limited supervision, work well in a team setting and be detailed oriented.
7. Experience and knowledge with computers.
8. Cash handling skills and the ability to reconcile shift transactions accurately.
9. Commitment of supporting principles of equal opportunity and affirmative action to achieve a diverse work environment.
10. Certifications required within 30 days of hire: CPR/AED, First Aid and Child Abuse Prevention.

**TRAVEL**

This position will not be required to travel during shifts.

**ADDITIONAL ELIGIBILITY QUALIFICATIONS**

* Must be able to successfully pass a background check.

**EEO STATEMENT**

The Northfield Area Family YMCA (the Y) provides equal employment opportunities (EEO) to all employees and applicants for employment without regards to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, the Y complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absences, compensation, and training.

**OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**SIGNATURES**

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_