

## Geary Family YMCA

### Job Description: Member Service Part-Time Associate

Supervisor: Membership Director

The Geary Family YMCA is looking for a Member Service Part-Time Associate. The hours will be between 12PM-4PM and 4PM-8PM, with occasional weekends. Our pay rate will be \$11.50-\$13.00 an hour depending on experience, along with all the benefits of a free personal membership.

#### General Functions:

Under the direction of the Membership Director and in the accordance with the YMCA policies, the Member Service Part-Time Associate (MSA) is responsible for member satisfaction and retention through impeccable member service and practices that promote member engagement. The MSA will also assist the Membership Director with their direct duties which includes, but is not limited to, computer operations, filing, financial aid assistance for membership, bank deposits, scheduling and knowledge of the facility and programs.

#### Education and Experience:

Applicant must be 18 years of age, with a high school diploma or equivalent with customer service experience. The ability to work well and effectively communicate with a diverse population in a wide variety of situations is required. Confidentiality and excellent organization skills are strongly emphasized. As a membership associate, computer skills and basic computer knowledge is essential.

#### Essential Duties and Responsibilities:

- Meet and exceed membership satisfaction and retention goals
- Assist Membership Directors with everyday duties
- Ensure daily care of members is priority; assist and maintain the member service desk operations including, but not limited to scanning membership cards, balancing deposits, greeting members, signing new members up, having a full understanding of the facility and giving tours to potential and current members and promoting new programs
- Respond to emergency situations by adhering to the safety policies and procedures set for the YMCA

#### Skills and Abilities

- Friendly disposition and knowledge of excellent customer service practices
- Must be able to demonstrate good written and verbal communication skills and effective conflict resolution skills
- Exercise effective judgement in decision making
- Accurate in financial handling and demonstrate strong organizational skills
- Must be assertive, self-starting, and an effective communicator
- Must hold a CPR/AED/First Aid certifications or willing to obtain within the first 90 days of starting

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