



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

**Central Connecticut Coast YMCA
Vacancy Announcement
Member Service Associate- Soundview Family YMCA & Elm City YMCA**

GENERAL FUNCTION

Under the direction of the Membership Coordinator, the **Member Service Associate** is responsible for creating positive first impressions for health seekers and their families, Y members, guests, donors, volunteers and all other constituent groups. Associates will also utilize skills to help health seekers customize their membership experience by listening to needs and interests; guiding and supporting decisions; providing specific branch/program information in person or on the phone; responding effectively to questions and concerns; and accurately and efficiently completing all registrations using a Windows-based software system. The YMCA is often a fast-paced environment and Associates will be challenged to accurately and calmly complete multiple tasks simultaneously.

KNOW HOW

This position requires strong skills and passion in the areas of relationship-building. This includes proficiency with active listening skills; patience; ability to effectively communicate verbally and in writing and to do so with a diverse population in a fast-paced environment. A willingness to engage members in meaningful dialogues and to connect members to staff and members to each other is essential.

Incumbent must have at least one year of experience working with the public in a customer service capacity. Preference will be given to those with a high school diploma or equivalent. He/she must have demonstrated proficiency in a variety of software applications, including but not limited to Windows-based systems for data entry and recordkeeping. In addition, he/she must have the ability to remember and communicate a variety of complex programs; demonstrate competency in selling and managing complex transactions; display sound judgment, initiative, and independent thinking skills; and have the patience to deal with large volumes of people.

Must possess and maintain certifications in CPR and AED/O2 Administration. If not current, successful completion with 3 months of hire is a condition of employment

Associates must be able to sit/stand for extended periods of time; lift and carry at least 40 pounds and be able to reach tight spaces such as behind furniture, under desks/counters, and reach high shelves and/or climb a step stool to do so. He/she must have sufficient auditory and visual acuity to complete essential functions of greeting and communicating with members, answering phones and responding to emergencies in a timely manner.



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PRINCIPAL ACTIVITIES

- Understand the YMCA and provide experiences and a level of service that assists members in making lifestyle changes.
- Warmly and enthusiastically greet members and guests to the YMCA. Learn and use names on an ongoing basis.
- Enhance the member experience by learning and implementing Listen First skills including asking open ended questions, listening and reflecting. Continuously suggest and implement new ideas that will strengthen relationships with members. Seek out opportunities to listen and respond to members and connect members to staff and each other.
- Respond positively when addressing member concerns. Seek timely solutions and consult with supervisors as needed to ensure swift and accurate responses.
- Effectively and efficiently complete enrollment for memberships and programs. Actively participate in meetings and training events to update skills and knowledge for Welcome Center operations. Seek assistance in a timely manner to prevent and correct errors.
- Accurately complete daily transactions and reports as well as balance transactions at the end of each shift. Incumbent is responsible for any shortages or discrepancies.
- Continuously increase knowledge and stay up to date on YMCA programs, events and activities. Proactively and responsively distribute information to members and guests.
- Proactively maintain and enhance the Welcome Center environment such that it is neat and organized; sufficient supplies and materials are available and increases your efficiency in providing service.
- Respond to emergencies, accidents or incidents per YMCA policies and branch procedures. Maintain calm in highly charged environments to ensure safety of all.
- Actively participate in staff meetings and meet or exceed targets for training hours.
- Demonstrate your “team player attitude” by your attendance and timeliness, your willingness to help others by accepting shifts as a substitute, as well as your accuracy in completing administrative tasks, including the completion of accurate and timely timesheets.
- Demonstrate enthusiasm for the YMCA through participation in Branch and/or Association events, meetings or teams. Proactively seek information that may be helpful to enhancing member experiences.
- Any other duties as necessary and assigned by supervisor



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EFFECT ON END RESULT

- To the extent there is an improved image of the YMCA through enhanced member experiences as well as an accurate, neat and orderly operation of the Welcome Center.
- To the extent that the YMCA meets its targets for Membership Retention, Satisfaction and Facility Quality.
- To the extent the public is well informed of the programs and services of the YMCA.
- To the extent the daily cash report is completed on a timely basis and balances at the end of shift.

Salary: \$10.10 per hour

Availability: Flexible and Open to work both Soundview Family YMCA and Elm City YMCA

APPLICATION PROCEDURES AND RECRUITMENT TIMELINE

Cover letter and resumes by email to Ken Picciano; kpicciano@cccymca.org

Projected Start Date: ASAP