



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Central Connecticut Coast YMCA Job Description

Job Title: Member Service Associate
Incumbent:
FLSA: Non-exempt – Part-time

Reports To: Membership Coordinator
Work Location: Fairfield YMCA
Work Schedule: Varies

A Career with a Cause:

At the YMCA, strengthening community is our cause. Our mission is to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all. The Y strengthens the foundations of communities and families through our key areas of focus; youth development, healthy living, and social responsibility and our core values of caring, honesty, respect, and responsibility. We are committed to this cause because a strong community is achieved when we invest in our children, health, neighbors, and values.

General Function:

Under the direction of the Membership Coordinator, the Member Service Associate is responsible for creating positive first impressions for YMCA members, guests, donors, volunteers and all other constituent groups. Through knowledge of the Y's mission and cause the Member Service Associate will help families and individuals to 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. The Member Service Associate will provide tours to potential members, sell memberships, register members for programs, answer phones, develop relationships with members to ensure member retention and satisfaction, respond to member questions and concerns, complete a variety of transactions to maintain member database records, and perform various clerical functions as assigned. They must perform their duties in accordance with the policies, goals, mission, values and objectives established by the Central Connecticut Coast YMCA. The Member Service Associate accepts, demonstrates and teaches the mission of the YMCA and its capacity to build strong kids, families and communities with the ability to articulate and model YMCA's core values of caring, honesty, and respect and responsibility.

Essential Duties and Responsibilities:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The essential functions of this position include, but are not limited to the following:

- Greet all members by learning and using their names and doing whatever is needed to make their experience at the YMCA a pleasant one. This includes providing excellent member service by greeting members by name, scanning members' cards, monitor and control access to the facility, process membership sales, provide tours to prospective members, register members for programs, and troubleshoot member issues.
- Develop positive relationships with members fostering an atmosphere of community, which in turn will have an overall positive effect on member retention.
- Take the initiative to build committed and connected long-term relationships with members.
- Accurately input member information as needed into the computer and process all fees and payments following established cash handling procedures.
- Responsible for completing daily and end of shift reports.
- Answer phones in a politely, professional manner, ensuring calls are routed to the appropriate departments and messages are accurate and given to the intended person.
- Possess a strong understanding of all programs, activities and services, with the ability to provide members detailed, accurate and timely information regarding schedules, costs, wait lists, programs and facility information.
- Participate in all member retention programs, strategies, promotional efforts, and fundraising campaigns.
- Open and close the facility according to established procedures.
- Handle emergencies as they arise. Complete incident reports as required.
- Work as a team member in handling all assigned tasks.
- Assist in reviewing, revising, developing and continuous improvement of Member Service Desk services, systems, procedures and guidelines.
- Assist in the training of and development of new Member Service staff.
- Assist in maintaining branch cleanliness, appearance and safety through periodic rounds using established procedures.
- Take responsibility at the beginning of the shift to check the communications binder for daily updates, verify cash, check that member communication materials are stocked and work area is orderly and neat.
- Communicate pertinent information with the Member Service Supervisors at the beginning or ending of their shift.
- Adhere to and enforce all YMCA policies and procedures; also ensure that members are aware of policies and procedures that apply to members.
- Maintain privacy requirements by not sharing personal, financial or credit information about members including but not limited to, phone numbers, addresses, program participation, financial information or personal situations.
- Attend all required staff meetings and trainings.
- Other duties as assigned by your supervisor.

Member Service Associate, Job Description

Revised March 25, 2018

Page 1 of 3

Experience, Education, and Qualifications:

- High School Diploma or equivalent.
- Prefer a minimum of one year or more experience working in customer service field.
- Customer service skills, the incumbent must be a 'people person' with the ability to establish, collaborate and maintain positive relationships with members, staff, volunteers and the general public.
- Ability to handle multiple tasks, work independently, resolve problems and possess effective time management skills.
- Possess basic computer skills and a good working knowledge of Microsoft Office Programs experience with data base management software is preferred.
- Must be a team player who demonstrates strong verbal communication, interpersonal, organizational, problem solving and customer service skills.
- Possess and demonstrate excellent telephone etiquette.
- Possess and demonstrate ability to: read, interpret and effectively communicate documents, information and instructions such as safety rules, program policies, rules and procedures, Member Service and Welcome Desk procedures and YMCA policies and procedures. In addition, perform basic writing and mathematical skills (i.e. simple correspondence, adding, subtracting, multiplying, dividing decimals and fractions). Perform basic computer skills such as entering program transactions etc; solve problems and deal with a variety of situations and/or complaints; work with minimum supervision; work as part of the membership, volunteers and YMCA staff team.

Trainings & Certifications:

- Must complete online Blood borne Pathogens and Employee Safety trainings prior to initial assignment to position.
- Must complete other New Employee training within the first 90-days of employment.
- Must complete Child Abuse Prevention trainings within the first 90-days of employment.
- Must hold CPR, AED, and O2 certifications or successfully complete no later than 30-days after employment begins.

Core Competencies:

- **Collaboration:** Creates sustainable relationships within the Y and with other organizations in service to the community
- **Communication & Influence** Listens and expresses self effectively and in such a way that engages, inspires, and builds commitment to the Y's cause
- **Inclusion:** Values all people for their unique talents, and takes an active role in promoting practices that support diversity, inclusion, and global work, as well as cultural competence
- **Critical Thinking & Decision Making:** Makes informed decisions based on logic, data, and sound judgment
- **Functional Expertise:** Executes superior technical skills for the role
- **Emotional Maturity:** Demonstrates ability to understand and manage emotions effectively in all situations

Effect on End Results:

This position strongly impacts the effectiveness with which the Central Connecticut Coast YMCA accomplishes its mission. The role requires that the Member Service Associate be committed to delivering high quality results, building positive relationships, maintaining a safe environment, and fostering a healthy community for all.

- Improved image of the YMCA through enhanced member experiences as well as an accurate, neat and orderly operation of the Welcome Center.
- YMCA meets its targets for Membership Retention, Satisfaction and Facility Quality.
- Public is well informed of the programs and services of the YMCA.
- Daily cash report is completed on a timely basis and balances at the end of shift.
- The YMCA will be recognized by the community at large as giving excellent service to all who walk through our doors or call us on the phone.
- The interpretation of the purpose of the YMCA in regard to the community as evidenced by continued good community relations.
- Growth in membership, programs, and special services.

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to type, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 30 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 requires sitting for extended periods of time and repetitive data entry.

Work Environment:

This job operates in a recreational and educational environment. This role routinely uses standard office equipment such as phones, photocopiers, filing cabinets, and fax machines. At times, employees may be exposed to undesirable working conditions, communicable infectious diseases, and risk of injury from others. All employees are required to follow the preventative health policies of the YMCA at all times. The noise level in the work environment is moderate to high.

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.

Application Information:

Submit a cover letter, resume, and three references or apply on the CCC YMCA website: www.cccymca.org by October 10, 2018 to Sue McCall, Healthy Lifestyle Director of the Fairfield YMCA.