



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

Central Connecticut Coast YMCA Job Description

Job Title: Member Service Specialist
Salary Range: \$13.00 - \$15.00 Per Hour
FLSA: Non-exempt – Full-time 40 Hours per week

Reports To: Membership Coordinator
Work Location: Woodruff Family YMCA
Work Schedule: Varies as needed

A Career with a Cause:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. 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.

We are welcoming: we are open to all. We are a place where you can belong and grow. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

Position Summary:

This position supports the mission and work of the Y, a leading nonprofit, charitable organization. The Member Service Specialist at the Central Connecticut Coast YMCA assists in the management and supervision of the Member Service Desk. Maintains a supportive positive atmosphere that welcomes and respects all individuals, responds to member and guest needs, and promotes memberships and programs. The Member Service Specialist provides direct leadership and assures the well-being for members and staff in line with YMCA of the USA guidelines and association policies in accordance with their training.

Salary and Benefits:

- Salary Range: \$13.00 - \$15.00 Per Hour Non-exempt – Full-time 40 Hours per week
- YMCA Retirement Fund Contribution: 12% (Y-11%; employee-1%)
- Health Insurance (3 plans with significant employer contribution for employee's premium)
- Training and development including conferences, workshops, and membership in professional organizations

Essential Functions:

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:

- Models and teaches the YMCA core values of caring, honesty, respect, and responsibility with members, colleagues, staff, guests, volunteers, and vendors.
- Develops, maintains, and facilitates positive relationships with and between volunteers, members, program participants, staff, and colleagues at all levels of the organization; helps participants connect with each other and the YMCA.
- Assists with all supervision of Member Service staff, including: recruitment, hiring, training, evaluation, human resources and payroll functions, recognition, and discipline of employees; scheduling and facilitating staff meetings, and trainings; overall safety; addresses complaints; and resolves problems effectively with the support of their direct supervisor.
- Assists with overseeing Membership Services by supervising staff in: providing excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention; maintains cleanliness and organization of the lobby area; and supports members, program participants, and staff in achieving their goals through motivational support and guidance.
- Stays up-to-date and assists with all facility changes including but not limited to events, holidays, schedule changes, and facility closures.
- Follows all Membership procedures and guidelines including those pertaining to health and safety, member information, cash handling, sales, forms, records, reports, and staff expectations.
- Communicates with staff, participants, and members in a timely and professional manner and answers questions that will support a positive experience with the Y.
- Ambassador of all YMCA membership, existing and new programs, schedules, and member engagement that fosters loyalty among those we serve.
- Maintains physical presence at all times while on duty, monitors and administers safety checks, remains aware of surroundings, members, and guests ensuring a pleasant, professional, and safe environment. 90% of this position will be spent in direct service to the member while 10% of the time will be in record keeping.
- Maintains Member Service areas, equipment, and supplies in an orderly and safe manner as required by the Central Connecticut Coast YMCA, local and county health departments, and The YMCA of the USA.
- Knows, follows, and enforces all YMCA policies, rules, regulations, and procedures, including emergency and safety procedures, and those for the prevention of child abuse; and supports other staff to do the same.
- Is an active leader in membership retention goals and in the Annual Giving Campaign.
- Attends all mandatory meetings and trainings.

YMCA Leadership Competencies:

- **Engaging Community:** Builds bridges with others in the community to ensure the Y's work is community-focused and welcoming of all, providing community benefit.
- **Critical Thinking & Decision Making:** Makes informed decisions based on logic, data, and sound judgment.
- **Communication & Influence:** Listens and expresses self effectively and in such a way that engages, inspires, and builds commitment to the Y's cause.
- **Emotional Maturity:** Demonstrates ability to understand and manage emotions effectively in all situations.
- **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.
- **Functional Expertise:** Executes superior technical skills for the role.

Experience, Education, and Qualifications:

- High School Diploma, equivalent, or relevant work experience - required
- Associates Degree in a related field - preferred
- Minimum of three years' customer service experience - preferred
- Proven track record of building program participation and relationships with members, participants, and volunteers
- Excellent interpersonal skills are critical and essential to the success of this position
- Demonstrates excellent planning, organizational, time management, and attention to detail skills
- Proficiency in a variety of software applications including but not limited to Microsoft Office
- Possesses and demonstrates excellent customer service, decision-making, problem solving, team oriented, and critical thinking skills
- Demonstrates leadership skills in an outgoing, friendly, assertive, professional, and mature manner
- Effective communication skills necessary to inform, counsel, motivate, and support members and staff
- Must be observant, safety-conscious, and able to react calmly and quickly in an emergency
- Able to work flexible schedules

Trainings & Certifications:

- Must complete online Blood borne Pathogens and Employee Safety trainings prior to initial assignment to position.
- Must complete online Hazard Communication training within the first 90-days of employment.
- Must complete other New Employee Orientation and department onboarding prior to initial assignment to position.
- Must complete Child Abuse Prevention and Mandated Reporter trainings prior to initial assignment to position.
- Must obtain YMCA Member Service Trainings within 60 days of hire.
- Must hold and maintain CPR, AED, and First Aid certifications prior to initial assignment to position.
- Must complete Emergency Oxygen Administration Certification within the first 90 days of employment.

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 Specialist be committed to delivering high quality results, building positive relationships, maintaining a safe environment, and fostering a healthy community for all.

- Growth is seen in member enrollment and quality in accordance with annual targets.
- Members, Participants, and Staff become more confident and comfortable at the YMCA.
- Participants and staff set and achieve personal goals.
- Membership Services are conducted according to the YMCA of the USA standards.
- Member Service staff embody the mission and values of the YMCA.
- Positive image of the Central Connecticut Coast YMCA is achieved.

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. Ability to perform all physical aspects of the position.

Work Environment:

This job operates in a recreational and educational environment. This role routinely uses standard sports and recreation equipment such as gym equipment, sports equipment, and 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.

Websites for More Information:

- www.cccymca.org
- www.brbc.org

Application Information:

Submit a cover letter, resume, and four references by **November 16, 2018** to Nicole Servas, Senior Program Director at nservas@cccymca.org