



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## DUNELAND FAMILY YMCA JOB DESCRIPTION

Job Title: **Member Services Desk**

FLSA Status: **Non-Exempt**

Reports to **Membership Director**

Status: **Part-Time Hourly**

Department: **Membership**

Hourly Pay: **\$8.50**

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### POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening the community through youth development, healthy living, and social responsibility. Must deliver excellent service to all members, guests, and program participants in the building, phone, and front desk. Response to member and guest needs, and promotes memberships and programs, and creates a welcoming environment. Maintain order in the lobby and behind the desk. Free household membership is included. **Must be available nights and weekends.**

### OUR CULTURE:

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. **We are welcoming:** we are open to all. We are a place where you can belong and become. **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.

### ESSENTIAL FUNCTIONS:

1. Greet all person entering the facility.
2. Control facility access by members and guests while following department procedures.
3. Being knowledgeable about YMCA memberships, programs, and services.
4. Advise members of access system alerts and direct to appropriate staff for further assistance.
5. Contact assigned staff to provide building tours.
6. Notify Property Department staff of deliveries and maintenance issues.
7. Building a relationship with members or helping them build relationships with others.
8. Listening to members and taking action to solve problems promptly.
9. Answering the phone in a cheerful, professional and welcoming manner using our message.
10. Using accuracy when filling out forms, receipts, and program registrations.
11. Adhere to work schedule and substitute for others when needed.
12. Follow emergency procedures and safety precautions. Follow procedures for reporting all accidents, incidents, and hazards.
13. Attends and participates in family nights, program activities, staff meetings, and staff training.
14. Adhere to all policies, rules, and regulations as outlined in the employee handbook and other communications. Obtain and maintain required training.
15. Accept additional assignments as deemed appropriate, within the scope of the job description.

### YMCA COMPETENCIES (Leader):

***Mission Advancement:*** Accepts and demonstrates the Y's 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 discover ideas to create a better member experience.

Establishes goals clarify 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.

**QUALIFICATIONS:**

1. Must be at least 18 years of age.
2. Previous customer service experience preferred.
3. Previous experience with diverse populations preferred. Ability to develop positive, authentic relationships with people from different backgrounds preferred.

**REQUIRED TRAININGS AND CERTIFICATIONS:**

1. New Employee Orientation, within 30 days of hire
2. Universal Precautions, within 30 days of hire
3. Child Abuse Prevention, within 30 days of hire
4. CPR/First Aid, before hire

**PHYSICAL DEMANDS:**

1. Physical ability and stamina to perform the duties as outlined above, including but not limited to extended periods of sitting, standing, and walking; bending, stooping, reaching, lifting and carrying up to 50 pounds.
2. Ability to plan, lead and participate in activities.

**ABUSE RISK MANAGEMENT:**

- Adheres to policies related to boundaries with youth.
- Attends required abuse risk management training.
- Reports suspicious and inappropriate behaviors.
- Follows mandated abuse reporting requirements.
- Adheres to job specific abuse risk management responsibilities.
- Building Supervisors/Custodians—ensures unused rooms and closets remain locked; routinely monitors high-risk locations (locker-rooms and bathrooms), etc.
- Front desk personnel—ensures youth are properly signed in and signed out, ensures only authorized adults are allowed in the facility, etc.

**DISCLAIMER:**

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification and subject to reasonable accommodation. This is not intended to be used as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. This document does not create an employment contract, implied or otherwise, other than "at will" employment relationship.

The signature indicates that you have read and understand the job description provided for the position.

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Employee Name (Printed)

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Date

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Employee Signature

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Date

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Supervisor Signature

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Date