

## Ashland Family YMCA

Title: Member Services Attendant, part-time hourly

Supervisor: Member and Donor Relations Director

Date Revised: March 2021

General Function: Responsible for member services, answering phones, and registration of individuals for membership and various other programs.

### Qualifications:

- Experience in an office setting including multiple phone lines, computers, and general office machines
- Organizational, communication, and customer service skills
- Multiple task experience
- CPR certification
- Must pass a security clearance
- Must be able to stand for long periods of time

### Job Description:

- Greet everyone with a smile.
- Membership registration – ensure all forms needed are completed properly.
- Program registration - ensure all forms needed for the program are completed.
- Responsible for knowing and articulating all current membership and program information and changes.
- Answer phones politely and give accurate information about membership and programs.
- Perform any typing or copy work as needed or directed, proofreading to ensure accuracy.
- Perform specific duties as assigned and report to supervisor with any difficulties or results as requested.
- Maintain cleanliness of office and lobby area (counters, towel dispensers, floors, surfaces, etc.).
- Attend and participate in all staff meetings, trainings, and special events (camp sign up day).
- Be alert to all entering building and make verbal or visual contact.
- Facilitates access to the facility by only allowing members/guests to enter the building.
- Checking in members via our membership software program.
- Maintain an adequate supply of towels for members (take dirty towels to laundry and return clean towels).
- Maintain accuracy of money drawer at all times. Secure/close out drawer before lunch breaks & end of shift.
- Follow opening/closing procedures.
- Give new and prospective members tours of the facility.

### Other:

- Maintain professional attitude and manner.
- Treat all customers and employees with dignity and respect.
- Provide for the health and safety of members at all times.
- Create and maintain a positive image at all points of contact with the public.
- Follow Member Services Absolutes.
- Demonstrate good time management.
- Perform other duties as assigned.

Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

The statements of this job description are intended to describe the general nature and level of work being performed by people hired for this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of this position.