



**Job Title: Member Services Shift Lead
(Full-time; Hourly)**

Department: Member Services

Reports To: Member Services Director

**Salary: \$17/hr - \$19/hr
(5% bilingual pay differential)**

ESSENTIAL DUTIES AND RESPONSIBILITIES

Member Services Oversight

- Support Member Services Director in essential processes and functions in Member Services
 - Greet everyone with a smile. Be alert to all entering building and make verbal or visual contact.
 - Membership/Program registration – ensure all forms needed are completed properly.
 - 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 desk and lobby area (counters, towel dispensers, floors, surfaces, etc.).
 - Attend and participate in all staff meetings, trainings, and special events (e.g. camp sign up day).
 - Facilitates access to the facility by only allowing members/guests to enter the building.
 - Checking in members via our membership software program.
 - Maintain accuracy of money drawer at all times. Secure/close out drawer before lunch breaks & end of shift.
 - Audit membership files for accuracy and complete proper correction forms as required.
 - Maintain all updates to members' accounts; audit and correct membership applications and all membership documents handed in at the Front Desk.
 - Process insurance memberships, including but not limited to insurance verification, member correspondence, and communicating wellness program membership agreement terms
 - Follow opening/closing procedures.
 - Give new and prospective members tours of the facility.
 - 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.
 - Regularly serve as Manager on Duty as assigned (nights and weekends required)
 - Manage and respond to membership emails in a timely fashion.
 - Create and maintain a positive image at all points of contact with the public.
 - Follow and enforce Membership Staff Absolutes, leading by example
 - Demonstrate good time management.
 - Perform other duties as assigned.
 - Work with Member Services Director to plan and staff outreach events, both on and offsite.
 - Responsible for helping to coordinate outreach efforts, including volunteer coordination, setup
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and breakdown of events/activities, etc.

- Perform other duties as assigned

QUALIFICATIONS

- Experience in an office setting including multiple phone lines, computers, and general office machines
- Supervisory or lead staff experience preferred
- Strong skill set in communication, organization, networking, collaboration, and customer service
- Experience in customer service: has extensive experience and proven success with multi-tasking and record keeping
- CPR/AED certification
- Must pass a security clearance
- Must be able to stand for long periods of time

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

- Must be able to lift/move a minimum of 50 pounds.

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

Employee Signature: _____

Employer Representative: _____

Date: _____

The statements of this job description are intended to describe the general nature and the 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 for this position.

Prepared By: Senior Director

Approved By: Executive Director/CEO

Prepared Date: 02/08/2024

Approved Date: 02/08/2024
