



**Job Title: Member Services Attendant
(Part-time Hourly)**

**Reports To: Membership & Youth Development
Director**

Department: Member Services

Salary: \$17-\$21/hour

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for knowing and articulating current membership and program information.
- Answer phones and in person inquiries politely. Give accurate information about membership and programs.
- Perform any clerical work as directed and proofread to ensure accuracy. Ensure membership and program registration forms are completed properly.
- Facilitates access to the facility; be alert to all entering building and make verbal or visual contact.
- Maintain cleanliness of desk and lobby area (counters, push in chairs, etc.)
- Check in members using our membership software program.
- Maintain accuracy of money drawer at all times. Secure and close out drawer before breaks and end of shift.
- Give new and prospective members tours of the facility.

JOB DUTIES

- Attend and participate in all staff meetings and trainings. Attend special events as needed.
- Maintain punctual, regular, and predictable attendance.
- Must be responsible and pay attention to detail.
- Able to work alone as well as collaboratively in a team environment with a spirit of cooperation.
- Maintain a positive image at all points of contact with members of the public.
- Follow Member Services Absolutes.
- Report to supervisor with any difficulties or results as requested.
- Perform other duties as assigned.

QUALIFICATIONS

- Experience in an office setting including multiple phone lines, computers, and general office machines
- Organizational, communication, and customer service skills
- Multiple task experience
- Current CPR certification or willing to obtain with 60 days of hire date
- Must successfully pass a security clearance
- Must be able to stand and sit 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: Membership & Youth Development Director

Approved By: Senior Director

Approved Date: 11/14/2025