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## YMCA OF GREATER KALAMAZOO JOB DESCRIPTION

Job Title: **Member Services Specialist - FT**  
FLSA Status: Non-Exempt/Full-time (35-40 hours)  
Reports to: Association Member Services Director

Revision Date: July 2024  
**Evenings and Weekends  
Required**

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### POSITION SUMMARY:

The YMCA of Greater Kalamazoo is seeking an individual who is passionate to serve our members consistent with our Core Values of Integrity, Health, Collaboration and Diversity. Under the guidance of the Association Member Services Director, this position is responsible for member retention, membership sales, and service at the Welcome Centers of the YMCA facilities (Maple and Portage).

These responsibilities will be accomplished in accordance with the YMCA Mission, Core Values and the general operational policies and procedures of the YMCA of Greater Kalamazoo. This position works independently under general direction and is expected to determine how to accomplish tasks efficiently. As this position serves as a mentor to member services staff and assists in departmental tasks, early morning, evening, and weekend shift work is expected.

Success in this position will be measured, in part, by 1) quarterly operational goals (Rocks), 2) member satisfaction ratings and monthly member retention and sales statistics, 3) knowledgeable in YMCA operations, programs and services, and 4) functional responsibilities being satisfactorily met.

### ESSENTIAL FUNCTIONS:

The listed functions are representative of the attributes necessary for successful performance of the position. Substitution of comparable training or abilities, as well as reasonable accommodations for persons with disabilities, will be taken into consideration.

1. Provides excellent service to members, program participants, and staff through in person interactions, phone calls, and email communications.
2. Processes daily membership transactions including tours, member database revisions, program enrollment, and financial transactions.
3. Oversees the processing of all member/program participant transactions including but not limited to; collections, inventory, locker rental, discontinuations, financial assistance, adjustments, data management, and auditing.
4. Supports the security of the building by ensuring all who enter are checked in appropriately and enforcing the RSO screening process for all.
5. Effectively responds to concerns, suggestions, and complaints from members/program participants and reports issues to the appropriate department and/or supervisor. The goal is ensuring a positive experience in accordance with all applicable YMCA policies.
6. Assists in the training and mentoring of member services staff.

7. Contributes to the development, revision, and maintenance of membership core processes.
8. Develops awareness and an atmosphere of support for the YMCA and its programs within the community.
9. Builds relationships; helps members connect with the YMCA community and highlights the value and importance of Y membership.
10. Demonstrates and communicates the YMCA Mission, Core Values, purpose, goals, policies and standards to staff, volunteers, members, guests, and program participants.
11. Staffs desk in accordance with staff schedule as directed by member needs and the budget. Fills additional shifts as needed.
12. Performs other duties as assigned by the Association Member Services Director.

### **YMCA LEADERSHIP COMPETENCIES:**

*Mission and Community Oriented:* Accept and demonstrate YMCA values. Work effectively with people of different backgrounds, abilities, opinions and perceptions. Demonstrate a desire to serve others and fulfill community needs. Recruit volunteers and build effective, supportive working relationships with them.

*People Oriented:* Seek first to understand the other person's point of view and remain calm in challenging situations. Build rapport and relate well to others. Listen for understanding and meaning; speak and write effectively. Take initiative to assist in developing others.

*Result Oriented:* Strive to meet or exceed goals and deliver a high-value experience for members. Embrace new approaches and discovers ideas to create a better member experience. Make sound judgments, and transfers learning from one situation to another. Establish goals, clarifies tasks, plans work and actively participates in meetings. Support fundraising. Follow budgeting policies and procedures and report all financial irregularities immediately.

*Personal Development Oriented:* Accurately assess personal feelings, strengths and imitations and how they impact relationships. Pursue self-development that enhances job performance. Demonstrate an openness to change and seeks opportunities in the change process.

### **QUALIFICATIONS:**

#### Education/Training/Certifications:

1. CPR and First Aid certification within 90 days of employment
2. New Staff Orientation, Child Abuse Prevention & Child Abuse Prevention and Reporting Awareness upon hire.

#### Technical Knowledge/Skills:

1. Excellent communication, interpersonal, and problem-solving skills.
2. Proficiency in Microsoft Office suite word processing, spreadsheets, and other basic computer functions. Experience in membership management and resource scheduling software preferred.
3. Ability to connect with people of diverse backgrounds
4. Spanish or other commonly spoken language desired

### Proficiencies and Professionalism:

1. Organize, prioritize and manage tasks with limited supervision
2. Cooperatively balance department and organizational goals
3. Be an effective team member
4. Perform in leadership capacity
5. Exercise professional judgment
6. Make good, sound decisions and take decisive action when called to do so
7. Consistently and positively interact with customers and coworkers
8. Demonstrate willingness to learn, accept responsibility, take initiative and be flexible
9. Maintain confidentiality
10. Represent the YMCA in a professional manner through a positive attitude and support of YMCA programs, mission, core values and goals
11. Exhibit the core values of Integrity, Health, Collaboration and Diversity

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

1. Must be able to lift and carry supplies weighing up to 20 pounds.
2. Ability to stand or sit while maintaining alertness for several hours at a time.
3. Ability to speak concisely and effectively communicate.
4. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
5. Ability to view/enter data on a computer monitor for long periods of time.
6. Ability to observe/evaluate facility and groups of customers/staff by sight and sound.