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DULUTH AREA FAMILY YMCA – JOB DESCRIPTION

Job Title: Member Services Lead

FLSA Status: Non-Exempt

Job Type: Full-Time

Reports to: Program/Membership Director

Revision Date: 02/24/22

**Summary/Objective**The Member Services Lead delivers excellent service to all members, guests, and program participants. Responds to member and guest needs. Promotes YMCA memberships, programs and services in order to enable the branch to forward its strategic mission goals. Performs financial and operational tasks. Together with Membership Representatives, this person is the first point of contact for prospective new members, determining their needs, and offering solutions to meet these needs.

**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**

* Implements membership strategies that support recruitment of new members and retention of existing members. Creates a member-focused culture and models relationship-building skills (including Listen First) in all interactions. Fosters a climate of innovation and resolves problems to ensure member satisfaction.
* Interviews and/or tours prospective members determining needs and offering solutions; sells memberships and completes merchandise sales.
* Builds relationships with members; help members connect with one another and to the Y.
* Promotes program and membership enrollment in interactions with existing and potential members. Coordinates program registration, including logistics to support phone, walk-in and web registration.
* Reviews and updates desk procedures and communicates changes to staff. Coordinates with the Program/Membership Director as necessary on financial transactions.
* Organizes membership events at the YMCA and represents the YMCA at community events to promote the YMCA.
* Leads assigned aspects of the fund-raising campaign such as entering new and reoccurring donations.
* Handles and resolves membership concerns and informs Executive Director of unusual situations or unresolved issues.
* Books room rentals and facility rentals in conjunction with the Executive Director.
* Inventories and orders merchandise for the YMCA store in collaboration with Director.
* Creates deposits and manages shift cash.
* Works a flexible schedule to help cover desk shifts including evenings and weekends. Work as a front-line Representative at the desk during a majority of hours.
* Completes other projects as assigned to meet event and facility needs.
* Fosters an inclusive environment appreciative of differences in the workplace. Meaningfully participate in and lead efforts to support the Y’s commitment to equity and diversity.

**YMCA Competencies**

 1. Values: Accept and demonstrate the Y’s values

2. Community: Desire to serve others and fulfill community needs

3. Inclusion: Work effectively with people of different backgrounds, abilities, opinions, and perceptions

4. Relationships: Build rapport and relate well with others

5. Developing Others: Take the initiative to assist in developing others

6. Decision-Making: Make sound judgments, and transfer learning from one situation to another

7. Change Capacity: Demonstrate an openness to change, and seek opportunities in the change process.

**Supervisory Responsibility**

This position will not have any supervisory responsibilities.

**Work Environment**

This position operates mainly at the member services desk and also in an office space.

**Physical Demands**

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.

* The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Position Type/Expected Hours of Work**

This is a full-time position. The building is open weekdays and weekends.

**Travel**

This position will require occasional traveling between sites within the Duluth Area Family YMCA for meetings and training opportunities.

**Required Education and Experience**

* Minimum of two years of sales or customer service experience or YMCA customer service experience.
* Bachelor's Degree in business, marketing, or similar programs.
* Strong interpersonal skills with the ability to build rapport and credibility quickly.
* Ability to work with people of diverse backgrounds.
* Unquestioned integrity and commitment to the Y’s mission and values.
* Basic knowledge of computers.
* CPR/First Aid and AED certified. Training can be provided upon hire, and must be obtained within 90 days. Higher levels of certification are accepted.
* Commitment of supporting principles of equal opportunity and affirmative action to achieve a diverse work environment.

**Additional Eligibility Qualifications**

Must be able to successfully pass a background check.

**EEO Statement**

The Duluth Area Family YMCA (the Y) provides equal employment opportunities (EEO) to all employees and applicants for employment without regards to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, the Y complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absences, compensation, and training.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Signatures**Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_