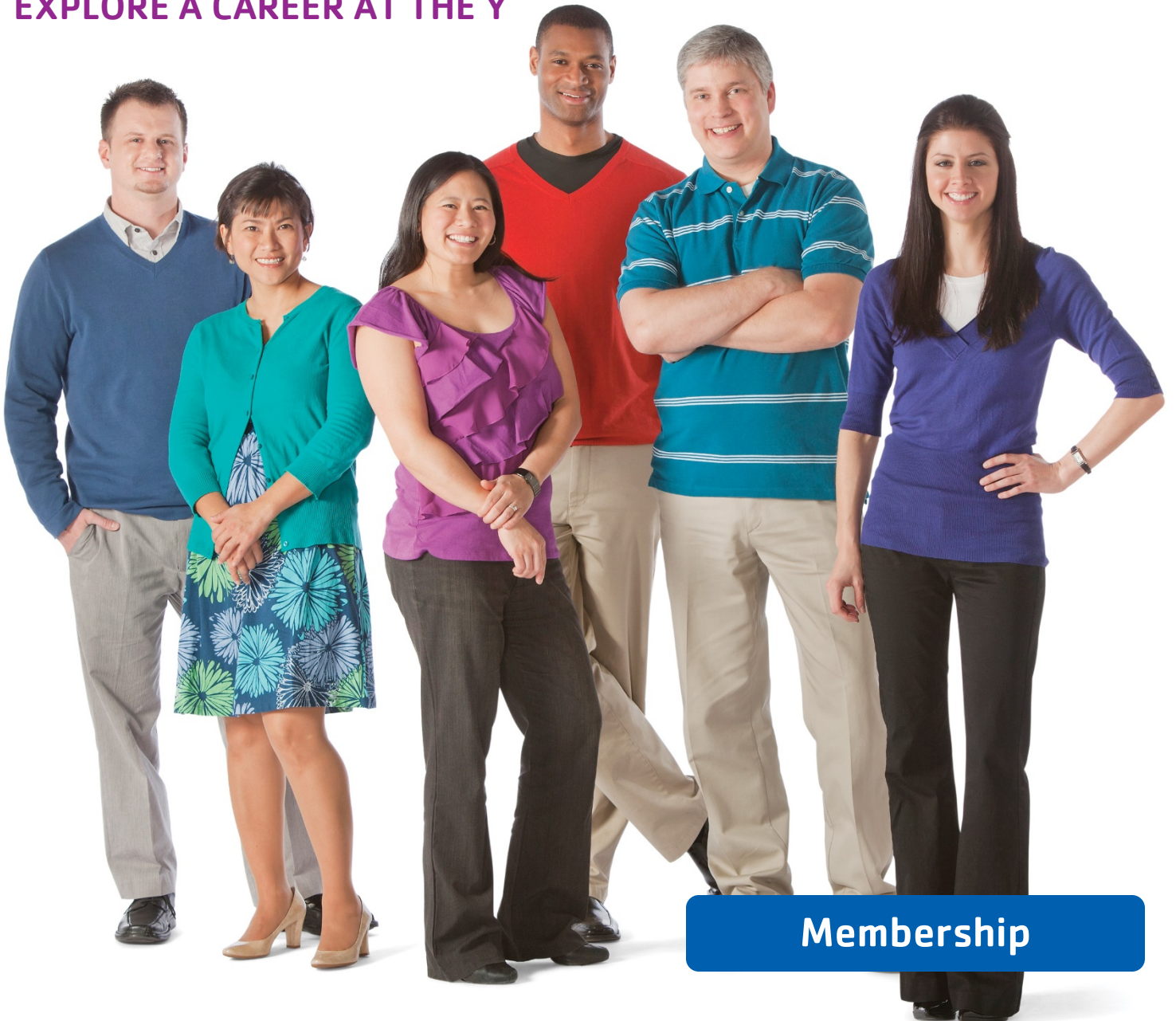




FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

DISCOVER YOUR PASSION

EXPLORE A CAREER AT THE Y



Membership



STRENGTHENING COMMUNITY IS OUR CAUSE

Every day, we work side-by-side with our neighbors to make sure that everyone has the opportunity to learn, grow and thrive.

MISSION – OUR REASON FOR BEING

To put Christian principles into practice through programs that build healthy spirit, mind and body for all.

THERE IS NO OTHER WORKPLACE LIKE THE Y

The Y is a charitable organization like no other. That's because in 10,000 neighborhoods across the nation, we have the presence and partnerships to not just promise, but deliver, positive change. Every day, our staff – of all ages and from diverse backgrounds and life experiences – work to bridge the gaps in community needs by nurturing the potential of children and teens, improving the nation's health and well-being and providing support for our neighbors.

Character is what counts. Our values – caring, honesty, respect, responsibility and faith – shape our culture. The Y is a diverse community where your colleagues quickly become your friends.

EMPLOYEE BENEFITS/COMPENSATION

Each position offers a different compensation package that may include some or all of these benefits:

Part Time positions may include:

- Flexible work schedule
- Free YMCA membership
- Reduced program fees

Full Time positions may also include:

- Health and dental insurance
- Disability and life insurance
- Time-off benefits for vacation, illness, and holidays
- YMCA retirement fund

CAUSE – OUR MISSION IN ACTION

Strengthening the foundations of community through youth development, healthy living and social responsibility.

HOW WE SHOW UP

We strive to live our cause with purpose every day. We are:

WELCOMING

We are open to all. We are a place where you can be, belong and become.

GENUINE

We value who you are and encourage you to be true to yourself and others.

HOPEFUL

We believe in you and your ability to be a catalyst for good in the world.

NURTURING

We're with you in your journey to develop your full potential.

DETERMINED

Above all else, we are on a relentless quest to make our community stronger beginning with you.



AKRON AREA YMCA JOB DESCRIPTION

Job Title: Member Service Representative
FLSA Status: Non-Exempt
Status: Part Time or Full Time
Reports to: Membership Director

Revision Date: July 2017

POSITION SUMMARY:

This position supports the mission of the Y, a nonprofit mission focused and cause driven organization whose cause is: Strengthening the foundations of community through youth development, healthy living and social responsibility. A Member Service Representative is Welcoming, Genuine, Hopeful, Nurturing, and Determined. Delivers excellent service to all members, guests and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains a clean and organized work environment.

ESSENTIAL FUNCTIONS:

- WELCOME: Smile, greet members by name, introduce yourself, be approachable, form relationships, use 10-5-1 rule for acknowledging everyone
- CONNECT: Ask questions, share a story, introduce members to other staff and other members, engage in meaningful conversations, build relationships
- SUPPORT: Know member's goals, affirm and encourage them, wish them well
- INVITE: Share opportunities to get involved and give back to the community
- Provide excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
- Conduct interviews and/or tours responsive to the needs of prospective members; sell memberships.
- Handle and resolve membership concerns and informs supervisor of unusual situations or unresolved issues.
- Effectively apply and communicate all YMCA policies.
- Ensures every person entering the facility has an active membership or other valid reason for entering the facility.
- Provide information on membership and programs available at the YMCA.
- Support and communicate the Mission and Cause of the YMCA through involvement in charitable face-to-face fundraising efforts.
- Attain and maintain accurate records in the Daxko database.
- Collect, wash, dry, fold, and hand out towels; Monitor locker rooms as required.
- Dress in YMCA staff shirt along with nametag (provided to you by the YMCA).
- Performs other duties as assigned.

PERFORMANCE OBJECTIVES:

- Provides excellent service to members, guests, volunteers, and program participants at all times in all mediums.
- Builds relationships with members, program participants, and community partners; helps members connect with one another and the YMCA; promoting member retention.
- Teaches and role models our mission and our cause.



YMCA COMPETENCIES (LEADER):

- **Values:** Demonstrates in word and action the Y's core values of caring, honest, respect, and responsibility and a commitment to the Y's mission in all matters at all times. Shows a genuine concern for the needs, feelings, and well-being of others. Acts with integrity and credibility in all situations.
- **Community:** Delivers the benefits of good health, strong connections, greater self-confidence, and a sense of security to all who seek it. Demonstrates a desire to serve others. Anticipates and takes action to meet the needs of members and community. Knows and supports the achievement of healthy living goals of every member he or she engages.
- **Relationships:** Builds authentic relationships in the service of enhancing individual and team performance to support the Y's work. Proactively assists others in meeting goals by sharing information and resources. Puts the good of the organization ahead of personal gain.
- **Communication:** Listens and expresses self effectively and in a manner that reflects a true understanding of the needs of the audience. Listens actively by asking open-ended questions. Communicates in a clear, concise, logical fashion to ensure understanding.
- **Decision Making:** Integrates logic, intuition, and sound judgement to analyze information to identify greatest opportunities, make sound decisions, and solve problems. Learns from experience and applies what is learned to new situations. Takes personal responsibility for decisions and the likely implications of behavior before acting.
- **Quality Results:** Demonstrates and fosters a strong commitment to achieving goals in a manner that provides quality experiences. Delivers high-value experiences to members and participants. Demonstrates pride in work by striving to meet or exceed supervisor or member expectations.
- **Emotional Maturity:** Demonstrates effective interpersonal skills. Recognizes the needs of others and responds appropriately to what they are feeling, based on their choice of words, tone of voice, expressions, and other non-verbal behavior. Is empathetic towards others. Remains calm and objective when under pressure.

QUALIFICATIONS:

- Must be at least 16 years of age.
- Relationship Skills: welcoming, genuine, hopeful, nurturing, determined
- Communication Skills: efficient verbal and written skills, polite telephone etiquette, listening skills
- Member Service Skills: customer service, sales, or related experience; ability to effectively relate to diverse groups of people from all social and economic segments of the community
- Computer Skills: general computer knowledge, typing ability
- Certifications: CPR/AED, First Aid, New Staff Member Orientation (NSMO) within 90 days of hire

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

SIGNATURE:

I have reviewed and understand this job description.

Staff Member

Date

Supervisor

Date