



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

MEMBER SERVICE COORDINATOR

Job Title: **Member Service Coordinator**
FLSA Status: Full-Time, Non-Exempt
Reports to: Associate Executive Director

Job Grade: 12
Revision Date: 10/11/2023
Primary Department: Membership

POSITION SUMMARY:

Under the direction and supervision of the Membership Director, the Member Service Coordinator shall be responsible for all day to day functioning of the Welcome Center as well as giving leadership to all activities of the Welcome Center. This person will give leadership to the Welcome Center staff to ensure consistent, superior service procedures to maximize member enrollment and program participation are met. This position also develops and keeps all internal communication up-to-date that is related to Welcome Center operations. The Member Service Coordinator is also responsible and accountable for membership and program input, statistics, record keeping and reports, cash handling, and towel service. The Member Service Coordinator, working as part of the Membership Department Team, will deliver professional customer service and relationship building skills to create a welcoming environment at the YMCA.

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:

1. Recruit, hire, train and supervise Welcome Center staff.
2. Ensure the Welcome Center is properly staffed at all times.
3. Provide leadership for an effective tour and enrollment procedure via desk staff.
4. Provide leadership for the continued improvement of all desk services to include member relations, information and program registration.
5. Ensure the delivery of appropriate sales and customer service training for desk staff.
6. Responsible for accurately maintaining all membership/program records and cash controls.
7. Assist Membership Director in reaching monthly goals for numbers for prospects toured and new members enrolled.
8. Monitor temporary signage, forms, and documents in the building for current information, accuracy and professional look.
9. Follow and enforce all YMCA procedures and policies, including: personnel guidelines, safety guidelines, facility access procedures and membership policies. Carry out emergency plans as necessary.
10. Maintain an organized front desk and a clean and safe YMCA. Take initiative to clean up/repair areas.
11. Be dressed in appropriate attire and wear name tag at all times.
12. Attend and remain current on all mandatory trainings and staff meetings.

Hastings Family YMCA
P.O. Box 1065
Hastings, NE 68902
(P) 402-463-3139

13. Assume other responsibilities as deemed appropriate by supervisor.
14. Other duties as assigned.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

- Certifications required within 30 days of hire: CPR/AED, and First Aid.
- The applicant must have an Associate's degree or work equivalent in a related area.
- Excellent interpersonal and problem solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- At least 1 year of customer service and management related experience.
- Basic knowledge of computers.
- Strong communication, customer service and problem solving skills
- Organizational and supervisory skills, a good understanding of administrative procedures and organization, and computer services.
- Excellent written and oral communication skills are necessary.
- The applicant must be able to delegate appropriate responsibilities to the staff in order to accomplish the necessary duties.
- Ability to establish and maintain harmonious relationships with staff, volunteers, YMCA members and the general public is essential.
- A willingness to commit to the mission of the YMCA.
- Must be available to work some nights and weekends.
- Ability to actively listen.

WORK ENVIRONMENT & 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.

SUPERVISES

Welcome Center Staff
and Facility Managers

SIGNATURE:

I have reviewed and understand this job description.

Employee's name_____

Employee's signature_____

Today's date: _____