



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## FRONT DESK MEMBER SERVICES ASSOCIATE

### Job Summary:

Front Desk Customer Service staff will greet, interact and assist all members, guests and program participants. They will be the daily point of contact for members, determining their needs and offering solutions to meet these needs. They will be responsible for providing a high level of customer service to Y members, program participants and guests.

### Scope and Responsibilities:

- Greet and welcome members.
- Actively interact and engage with members and prospects to determine needs; directing to the appropriate lead (i.e. Membership Director, Program Director, etc) when necessary.
- Handle member requests and questions; problem solving.
- Gather and accurately record member data in member profiles.
- Facilitate member-to-member engagement.
- Maintain cleanliness and organization of front desk area and lobby.
- Provides information and assistance related to membership rates, programs, services, scholarships/financial assistance and other Y amenities.
- Prepares member records and issues membership ID cards and handles registration/enrollment transactions.
- Assist with membership business and administrative tasks.
- Support the YMCA's mission and center operations as needed.
- Report any items that may provide a health or safety hazard to staff, members or guests to the maintenance staff.
- Greet all guests as they enter the facility and adhere to sign-in/out, guest, visitor, monitoring youth in the facility and other relevant policies and procedures. Report any suspicious behavior and violations of policy and procedures to your supervisor.
- Must be able to work some evenings and weekends.

### Requirements:

- Must have high school diploma or GED and basic knowledge of computers.
- Must be able to work in highly flexible, rapidly changing work environment
- Must have excellent written and verbal communications skills.

Applicants should apply in person or submit the following electronically to Sam Casalano, CEO. ([scasalano@ymcadarkecounty.org](mailto:scasalano@ymcadarkecounty.org)): Cover letter, resume, and at least two professional references.

### Salary/Benefits:

- Pay rate is competitive and commensurate with experience.
- Y staff may qualify for free or discounted memberships and discounted programs and classes.