



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

MARION FAMILY YMCA NOTICE OF POSITION VACANCY MEMBER SERVICE CENTER OPENER OCTOBER, 2018

A career at the Y is more than a job - it's an experience. That's because the Y is more than a gym - it's a cause! Our employees work daily to positively impact lives through opportunities in youth development, healthy living, and social responsibility. Imagine going to work each day knowing that what you do each day positively affects the lives of the people in your community.

Position Overview: Under the direction of the Director of Relationships and in accordance with the goals and objectives of the Marion Family YMCA, member service representatives are responsible for delivering excellent service to all members, guests and program participants. Staff must role model the YMCA values of caring, honesty, respect and responsibility and work daily to develop personal and meaningful relationships with members, staff, and guests.

Position Requirements: Must obtain and maintain current certifications in CPR with AED and First Aid. Must be at least 18 years of age. Possess knowledge of general office skills (typing, filing, balance cash drawer, etc.). Excellent interpersonal and problem solving skills. Ability to connect with people of diverse backgrounds. Basic computer knowledge.

Physical Requirements: While performing the duties of this job, the employee is regularly required to stand, walk, talk, and hear. The employee is occasionally required to sit, bend, reach and lift. Occasionally required to lift up to 25 pounds.

Wage Range: \$9.80 - \$11.40 per hour

Position Status & Information

- Full time Non-Exempt – 40 hours per week.
- Work schedule is 4:30am – 12:00pm Monday through Friday.
- Position begins the end of December

Benefits

- Participation in Association Health Insurance plan per Personnel Policy
- YMCA Retirement Fund – Association contributes 12% for qualified employees
- YMCA Family Membership
- Life and Disability Insurance
- Other Benefits per Personnel Policy

Timeline

- Applications Accepted until position is filled

Submit an employment application and indicate the position for which you have an interest.

MARION FAMILY YMCA WOPAT YMCA CENTER

645 Barks Road East, Marion, OH 43302

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Marion Family YMCA

POSITION DESCRIPTION

TITLE: MEMBER SERVICE CENTER OPENER
GRADE: IV
SUPERVISOR: Director of Relationships
DATE: October 1, 2018

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ESSENTIAL FUNCTIONS:

1. Arrive on site 30 minutes prior to facility opening; perform all opening procedures; and be ready at Service Center 10 minutes prior to facility opening.
2. Open facility to members at scheduled opening time.
3. Build meaningful relationships with members and participants; help members connect with one another and to the YMCA.
4. Work daily to nurture the potential of youth and teens; help people improve their well-being; and provide opportunities for people to give back and support their neighbors.
5. Promote the mission of the Marion Family YMCA and core values of caring, honesty, respect, and responsibility in all job-related functions.
6. Provide excellent service to members, guests, and program participants in the facility and on the phone, contributing to member retention.
7. Conduct self in a professional, friendly, helpful, courteous, enthusiastic and diplomatic manner.
8. Sell memberships and programs according to current policy.
9. Occasionally give tours to prospective members utilizing Listen First skills.
10. Handle and resolve membership concerns and inform supervisor of unusual situations or unresolved issues.
11. Apply all YMCA policies dealing with member services consistently.
12. Have good judgment and ability to make good decisions.
13. Know and follow emergency procedures. Report incidents and accidents on appropriate forms.
14. Maintain desk area in a neat and orderly manner.

15. Keep informed on all YMCA programs. Read "New News" before beginning your shift.
16. Receipt payments and balance cash drawer at end of shift.

17. Secure building for opening and/or closing according to current procedures.
18. Attend all applicable in-service trainings and staff meetings.
19. Launder towels

EFFECTS ON END RESULT:

The effectiveness of the incumbents' fulfillment of this position should be measured by:

1. A Y that has strong relationships with its members and donors as reflected in membership retention and program participation.
2. Members are connected and supported as measured by member satisfaction surveys, program evaluations and other means.
3. A Y that is welcoming and supportive of Health Seekers.
4. A Y that is welcoming to the community and reflects our mission and values
5. A Y whose programs and services nurture the potential of youth and teens; improve people's health and well-being; and provide opportunities for people to give back and support their neighbors.