



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ALEXANDRIA AREA YMCA JOB DESCRIPTION

Job Title: **Member Service Specialist**

FLSA Status: Non-Exempt, Part-Time

Reports to: Member Experience Director

POSITION SUMMARY:

Under the direction of the Member Experience Director, this position supports membership services that increase membership retention, engagement, and satisfaction. Provides leadership and support to membership team members in the absence of leadership.

ESSENTIAL FUNCTIONS:

1. Cultivate a member-focused culture within the organization, demonstrating exemplary relationship building skills.
2. Provide outstanding service to members, guests and program participants at the YMCA and over the phone, actively contributing to member retention.
3. Conduct interviews and tours tailored to the needs of prospective members, effectively selling memberships and promoting YMCA programs.
4. Support and coaches staff to ensure high-quality customer service and adherence to membership policies.
5. Ensure proper implementation of membership procedures, regularly reviewing and updating protocols, and effectively communicating changes to staff.
6. Maintain organized department data, statistics, and reports, ensuring accurate records are kept and submitted as required.
7. 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.
8. Attend quarterly safety committee meetings. Communicates safety meeting findings and implements changes to ensure the safety of members and staff.
9. Demonstrate knowledge and support for the YMCA annual support campaign, actively participating in assigned functions to promote its success.
10. Perform any other duties as assigned by the supervisor, contributing to the overall effectiveness and success of YMCA operations.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Y's 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 experience for members.

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:

1. Associate degree in Business, Management, Exercise Science or related field and/or equivalent experience is preferred.
2. Experience and passion for relationship-building and customer service.
3. Excellent written and verbal communication skills.
4. Strong attention to detail, ensuring accuracy and precision in maintaining records and reports.
5. Proficiency in Microsoft Office suite required.
6. Demonstrated ability to work both independently and as a team.
7. CPR/AED for the Professional Rescuer or equivalent, and Basic First Aid (required). Training can be provided upon hire and must be obtained within 30 days.
8. Ability to work one weekend supervisory shift per month

PHYSICAL DEMANDS:

1. Ability to walk, stand, and sit (including on the floor) for long periods of time.
2. Exposure to communicable diseases and bodily fluids.
3. Must be able to lift or carry up to 50 pounds in weight.
4. Ability to stand or sit while maintaining alertness for several hours at a time.
5. Position may require bending, leaning, kneeling, and walking.
6. Ability to speak concisely and effectively communicate.
7. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.

I have read the above job description and I fully understand the description represents our agreement as to the job tasks to be performed.

Employee Signature: _____ Date: ____ / ____ / ____

Supervisor Signature: _____ Date: ____ / ____ / ____