



Wardle Family YMCA

Front Desk Staff Opening- Bilingual Language Skills

Membership Services Staff is responsible for quality member service at the front desk/courtesy counter. This position will help maintain a satisfactory level of membership participation and retention. This position is also responsible for membership information and sales, facility tours, program information and registration, merchandise sales and member/guest check-in procedures. This position will act as a receptionist, answering the phone for all departments. At times is responsible for building supervision and opening and closing the facility. Membership Services staff will uphold and support the mission and four core values of the YMCA.

ESSENTIAL FUNCTIONS:

- Communicate information regarding our services, in person and on the telephone
- Learn and utilize Y membership software (we will train) to process new memberships, renew memberships, place memberships on hold and all other front desk tasks within the software as assigned
- Maintain printed materials (forms) up to date and available as needed
- Greet members, guests and participants in a professional and friendly manner. Answer and direct all incoming telephone calls in a professional manner
- Collect appropriate fees for program, membership and other services accurately. Accurately handle money and to be able to balance daily receipts
- Check and take membership cards and when necessary question individuals on status of membership and collect appropriate fees in a professionally respectful manner
- Use proper grammar and spelling in order to maintain accuracy for members
- Distribute keys and equipment and other items when necessary
- Keep desk area clean and free of food, drink, and cell phone. Maintain and keep the lobby area clean and free of debris.
- Attend and participate in all scheduled staff meetings.
- Sell memberships, programs, merchandise and other items

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- To be knowledgeable of ALL aspects of the YMCA, including building operations, membership services, programs and other information.

- Offers and conduct facility tours
- Supervise building while on duty and periodically walk throughout the building keeping an eye on behavior of members and guests and safety issues
- Take the necessary actions for member/guest safety and including disciplinary actions
- Responsible at times to open and close facilities per procedures
- Accepts all other tasks assigned through the membership coordinator or other lead staff.
- Uphold and exemplify the principles of the YMCA including the core values of honesty, caring, respect, and responsibility
- Must follow the policies set forth in the Employee Handbook

QUALIFICATIONS & REQUIREMENTS:

- Certifications required within 30 days of hire: CPR/AED and First Aid.
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Previous customer service, sales, or related experience.
- Knowledge of computers.
- Must be detailed oriented and have the ability to multi-task.
- Basic math skills and accurately handle money.
- Physical ability to move about the building to give tours, check on door alarms, pick up equipment left in gyms, vacuum, wipe tables, lift laundry baskets, etc.

Part-time; Up to 29 hours per week working week days and weekends.