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YMCA of Vincennes Job Description

Position: Member Service Coordinator

FLSA Type: Non-Exempt

Reports To: Membership Director

Function:

Responsible for general supervision and leadership of the front desk in the absence of a Director. Assists with scheduling staff, leads member service standards, positively communicates information on the YMCA to the public and ensures accurate processing of clerical transactions.

Qualifications:

Mature, responsible, person with strong customer service, managerial, clerical and computer skills required. Must be positive, professional, reliable, patient, solution-oriented and flexible. Requires effective communication skills, attention to detail, follow-through, ability to take direction and initiative. Requires Building Supervisor certification and mastery of front desk functions.

Principle Job Activities

1. Provides leadership in the absence of the Membership Director.
2. Ensures clean and organized facility. Ensures equipment in working order.
3. Ensures front desk operations run smoothly and efficiently by providing leadership, training, development and feedback to front desk staff.
4. Assists with scheduling of front desk staff.
5. Supports the YMCA mission, culture, policies, standards and procedures in all situations.
6. Accurately and efficiently processes all financial, membership, and program transactions.
7. Ensures front desk staff maintains current knowledge of programs, events, membership, policies, procedures, schedules and calendars.
8. Ensures new members receive tours, follow-up calls and orientations.
9. Takes initiative to assist other departments with projects as needed.
10. Assists with YMCA membership partnerships.
11. Responsible for cash handling and deposits.
12. Communicates essential information to appropriate YMCA staff, members and guests.
13. Assists with special events and community outreach.
14. Fulfills any functions designated by the Membership Director for the betterment of the program and the ability of the YMCA of Vincennes to meet its mission.

Effect on End Result:

This position ensures that the YMCA of Vincennes front desk provides positive and professional member service to fully support the YMCA mission.

I understand and accept that the above description represents my agreement as to the job to be performed.

Signature _____

Date _____

02/2019