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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Vincennes Job Description

Position: Member Service Coordinator

FLSA Type: Non-Exempt

Reports To: Membership Director

Part Time Position

Hours: Evenings and some weekends

Starting Pay: \$12 per hour

Function:

Responsible for general supervision and leadership of the front desk in coordination with the Membership Director. Schedules 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.

YMCA Benefits:

Free YMCA Membership

Program Discounts

After Hours Wellness Center Access

Flexible Schedule

Principle Job Activities

1. Provides leadership in the management of the front desk.
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. 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 guest.
13. Assists with special events and community outreach.
14. Fulfills any functions designated by the Membership Director for the betterment of the department and the ability of the YMCA of Vincennes to meet its mission.
15. Responsible for submitting and reconciling facility usage reports at the beginning of each month for Silver Sneakers, Silver and Fit and AARP.

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 _____

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