

# WILKES-BARRE FAMILY YMCA

## JOB DESCRIPTION



TITLE: Member Services Representative I  
GRADE: H1  
STATUS: Non-exempt; Part-time  
SUPERVISOR: Member Engagement Director

### GENERAL FUNCTION

**WELCOME CENTER** - Promote a positive, professional and welcoming atmosphere by providing excellent customer service and exemplifying our YMCA values. Enthusiastically greet members and guests as they come into the YMCA. Provide friendly and efficient service while engaging with members and guests.

**CHILD WATCH CENTER** - The child watch center attendant provides a quality member-service childcare program that reflects a positive image for the YMCA and its services to the community. The attendant will provide positive growth and nurturing of children in the program by meeting individual needs. This individual must be able to thrive in an environment with the unique challenges of a non-profit community service organization; works with general supervision.

### WELCOME CENTER

#### PRIMARY RESPONSIBILITIES & DUTIES

Duties include but are not limited to:

1. Provide a quality experience for everyone who accesses or contacts the Y.
2. Establish and maintains a working relationship with all members on a one-to-one, confidential basis.
3. Learn member's names and uses them frequently.
4. Greet all members, staff and volunteers when entering the building and wish them well when exiting the building.
5. Introduce members to other members and staff.
6. Involve members in other YMCA activities and volunteer opportunities.
7. Promote the YMCA mission and cause in all interactions.
8. Use Listen First skills effectively.
9. Readily offers financial assistance in response to every program and membership inquiry.
10. Respond to members concerns and directs to appropriate person when needed.
11. Balance and report daily monies of his/her shift.
12. Provide program registration and information.
13. Provide membership information and enroll new members.
14. Direct incoming phone calls.
15. Attend staff meetings and trainings, as scheduled.
16. Assist other staff in utilizing the emergency action plan.
17. As a staff member of the YMCA, acts professionally towards members, programs participants and guests.
18. Communicate YMCA goals, program offerings and events to members, participants and potential members.
19. Knows the work schedule and reports to work on time or finds an approved substitute.
20. Complete timesheet on a daily basis.
21. Performs other duties as assigned.

#### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must be able to engage strangers in conversations and make all people feel welcome
- Must be able to maintain confidentiality
- Must be able to establish and maintain harmonious relationships with other staff members, leaders, volunteers, members, participants, parents and the general public
- A high degree of tact and discretion is required
- Interpret and enforce all safety and health regulations
- Ability to respond to emergency situations
- Effective conflict resolution skills
- Ability to speak concisely and effectively communicate needs
- Versatility, flexibility, and a willingness to work enthusiastically within constantly changing priorities
- Ability to exercise sound judgment and handle conflicts in a timely and professional manner
- Must be able to occasionally work varied shifts dependent on events and staffing needs
- Must be able to work autonomously within the Y core values of Caring, Honesty, Respect and Responsibility
- Must be able to work with limited supervision

#### PHYSICAL REQUIREMENTS

- Must be able to meet minimum requirements and perform functions of the position with or without reasonable accommodation
- Must be able to communicate clearly to all children, parents, members and company personnel
- Ability to attend all trainings and meetings as required even if scheduled outside normal working or regular scheduled hours.
- Present a clean, well-groomed appearance
- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
- Ability to walk, stand, and sit for periods of time.
- Exposure to communicable diseases and bodily fluids.
- Occasionally must be able to lift and carry supplies and equipment weighing up to 25 pounds, or up to 50 pounds with assistance
- Occasionally may require bending, leaning, kneeling, and walking

## **CHILD WATCH ATTENDANT**

### **PRIMARY RESPONSIBILITIES & DUTIES**

1. Responsible for the safety of the children in the child watch center at all times.
2. Provide an appropriate role model to children at all times.
3. Attend all staff meetings and in-service training programs.
4. Responsible for the appearance of the room and maintaining the quality of supplies, equipment and materials as well as reporting and supply needs and/or equipment damage.
5. Responsible for knowing and implementing health emergency procedures and evacuation plans.
6. Respond to questions and concerns from parents and refers them to the director as needed.
7. Enforce Child Watch rules to parents, staff and members.
8. Must be able to establish and maintain harmonious relationships with other staff members, leaders, volunteers, members, participants, parents, and the general public.
9. Know the work schedule and reports to work on time or finds an approved substitute.
10. Implement a developmentally activity based on the age of children in the program.
11. Implement character development which includes values of Caring, Honesty, Respect and Responsibility.
12. Use appropriate positive guidance when interacting and re-directing children.
13. Attend quarterly staff meetings and in-service training programs.
14. Know, educate and enforce Child Care Center rules and policies to members and parents.
15. Know the names of parents, children and make yourself known and available to them.
16. May be responsible for communicating facility needs and concerns to the director immediately.
17. Follow the YMCA guidelines.
18. Performs other duties as assigned.

### **PHYSICAL REQUIREMENTS**

- Must be able to meet minimum requirements and perform functions of the position with or without reasonable accommodation.
- Ability to walk, stand, and sit (including on the floor) for long periods of time.
- Exposure to communicable diseases and bodily fluids.
- Must be able to lift and/or assist children up to 50 pounds in weight.
- Occasionally must be able to lift and carry supplies and equipment weighing up to 20 pounds.
- Frequently may require bending, leaning, kneeling, and walking.
- While performing the duties of this job, the employee occasionally works in outside weather conditions.
- The noise level of this work environment is usually moderate to high.

### **QUALIFICATIONS/REQUIREMENTS**

#### **EDUCATION**

Preferred – High School diploma or equivalent, or combination of education and experience

#### **EXPERIENCE**

Preferred – CPR, First-aid, AED

Preferred – Experience with working with children

Required – Must 18 years of age or older

Required – Successful experience in public relations, reception, sales or customer service

Required – Strong Interpersonal Skills

Required – Basic math and computer skills

#### **STATE/GOVERNMENT CLEARANCES**

Required (within 60 days of hire) - Pennsylvania State Child Abuse Clearance

Required (within 60 days of hire) - Pennsylvania State Police Criminal Background Check

Required (within 60 days of hire) - FBI Fingerprint Clearance