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## MEMBERSHIP SERVICES L-2

Job Title: **Membership Services L-2**

FLSA Status: Non-Exempt

Job Code: 502

Job Grade: Level 2

Reports to: Branch Director

Closing Date: January 15<sup>th</sup>, 2021

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### POSITION SUMMARY:

Provide leadership to all level 1 staff while on shift. Deliver excellent service to all members, guests and program participants. Respond to member and guest needs, promote memberships and programs, and maintain cleanliness and organization of the lobby area. Perform other duties as assigned by supervisor.

### ESSENTIAL FUNCTIONS:

1. Manage facility during shift hours, make appropriate decisions regarding safety, financial and operational procedures. (see detailed list below).
2. Provide accountability to all level 1 staff and ensure YMCA child abuse prevention, departmental, financial and safety procedures are being followed.
3. Provide excellent service to members, guests and program participants in the branch and on the phone, contributing to member retention.
4. Interview prospective members; sell memberships.
5. Build relationships with members; help members connect with one another and to the YMCA.
6. Proactively resolve member or patron concerns and inform supervisor of unusual situations or unresolved issues.
7. Attend staff meeting and complete YMCA specific training/certifications as directed.

### YMCA COMPETENCIES (Team Leader):

***Mission Advancement:*** Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

***Collaboration:*** Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

***Operational Effectiveness:*** Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

***Personal Growth:*** Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. 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. High school diploma or equivalent, some college preferred in human services or recreation field.
2. One to two years administrative experience in a supervisory setting preferred.
3. Minimum of 21.
4. Friendly, outgoing personality with excellent communication and problem solving skills.
5. Completion of: Child Abuse Prevention for Supervisory Staff; ARC CPR; First Aid; AED; Blood-borne Pathogens within 90 days of hire.
6. Work effectively with people of different backgrounds, abilities, opinions and perceptions.

## **PHYSICAL DEMANDS**

Sufficient strength, agility and mobility to perform essential functions and the ability to lift 10-15 pounds.

## **LIST OF DEPARTMENT SPECIFIC DUTIES**

### *Membership*

- Perform all duties of level 1 staff
- Review data entry for all registration/membership forms
- Address member or program participant concerns in a professional manner with the purpose of resolve while still upholding Y policies and procedures.
- Communicate to program or site/branch directors any employee highlights, customer headlines, concerns or unresolved issues at the end of every shift.

### *Financial*

- Make appropriate decisions regarding YMCA accounts (outstanding balances and scholarship applications) including write-off of service charges if circumstances permit.

### *Facilities*

- Support building maintenance by contracting designated vendors and scheduling repair for plumbing, electrical and mechanical issues.
- Ensure a clean environment in YMCA facility, assign work to level 1 staff as needed.
- Review for accuracy all accident and incident reports and file as directed.

## **PAY RATE:**

\$12.00/hourly

## **LOCATION:**

Fayetteville Branch

## **HOURS:**

Monday thru Friday; evenings 4pm to 8pm/9pm with weekend/evening availability preferred for substitute shifts.

## **TO APPLY:**

Submit cover letter, resume and YMCA job application to:

### **Katie Wildonger**

2717 Fort Bragg Rd.

Fayetteville, NC 28303

Katie.wildonger@ymcaofthesandhills.org

**No Phone Calls Please**