

**Somerville YMCA Front Office Job Posting**

**Job Title:** Assistant Membership Coordinator

**Status:** Part time Department: Front Office

**Reports to:** Controller

**PAY RATE:** $16-$18/hr based on education and experience.

**POSITION SUMMARY:** Join our cause-driven and member-center YMCA Membership Service Team today!  Under the supervision of the Controller, the Membership Associate will manage member check-in and adherence to safety protocols, conduct membership and program activities, take telephone calls, regulate YMCA lobby traffic, provide all membership and program information, and be informed of and execute all YMCA policies and procedures.

**Part-Time Hours Available:**Monday thru Thursday 10:00 am to 2:00 pm, Friday 9:00 am to Noon.

**Member Service Statement:**

Members are the heart of this organization and are the reason we exist. Members are the most important relationships we have, and it’s important their needs are kept in mind in all forms of communication. We expect all interactions with our members to be conducted with a high level of professionalism.

**ESSENTIAL FUNCTIONS:**

* Present a welcoming and friendly demeanor when greeting and serving members and program participants.
* Provides and interprets membership and program information to persons inquiring by phone or in person and be knowledgeable about YMCA policies and procedures and effectively communicate them, as needed, to members and staff.
* Take member and non-member phone calls per YMCA policies.
* Assist persons in the preparation of membership applications and other enrollment forms.
* Type and prepare any reports and correspondence as directed by Controller and CEO.
* Able to multi-task (helping staff, helping members, answer phone, handle other duties)
Enforce YMCA safety and membership policies at all times.
* Able to learn information about each department to better serve potential members and current members or know where to find it.
* Able to work independently and to problem solve to serve our Y members.
* Able to communicate effectively with adults and children alike.
* Maintain an orderly and neat workspace during your shift and clean up when leaving.
* Be ready and able to respond to an emergency, assemble emergency equipment and assist in care of the victim.
* Conduct prospective member tours, as needed.
* Perform responsibilities such as; cashing out, and dropping envelopes in safe.
* Be open and willing to be a substitute to work a shift where there is no coverage, including opening, closing, and weekend shifts.
* Perform all other duties as assigned.
* Able to understand the relationship of the general public to the association, of staff to volunteer, and of staff to staff, and be able to effectively enhance and cultivate those relationships.
* Representation of the YMCA in a professional manner within the community and its programs.

**Work Environment:**

* The noise level in the work environment is usually moderate.
* Volume and traffic can accelerate in the afternoons so ability to multi-task is critical

**Effect on End Results:**

* Provide excellent member service by exceeding member expectations including being a good listener, caring about members’ well-being, and checking-in on their progress.  Staff must also take the initiative to talk with members and to make them feel welcome.
* Ability to Multitask and work in a fast-paced environment.
* Use Listen First skills to build relationships with members, program participants and prospects.
* Make eye contact with members as much as possible when talking to them.
* Ask members how they are doing or if they are having a good day as they come into the facility or during classes.
* Make members feel welcome by being pleasant and cheerful, which includes saying hello, goodbye, calling members by name and most importantly smiling.

**Physical Demands:**

* The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
* While performing the duties of this job, the employee is regularly required to stand; walk; use hands, handle, or feel objects, tools, or controls, talk and listen.  The employee frequently is required to sit and reach with hands and arms.
* The employee must occasionally lift and/or move up to 25 pounds.  Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.

**To Apply:** Please fill out a job application on our website or in-person. You can also submit your resume to Teresa Champa, Controller, Somerville YMCA, 101 Highland Ave, Somerville, MA 02143. 617-625-5050; tchampa@somervilleymca.org.