



Member Services Assistant

Tom A. Finch Community YMCA

Title of Position: Administrative Assistant
Reports to: Director of Marketing
Classification: Hourly

General Function

Under the supervision of the Director of Marketing, the Administrative Assistant will be responsible to coordinate, activities related to member services to ensure that such services are provided in a quality manner.

Duties and Responsibilities

- Provides prompt and courteous service to current and prospective members and guests.
- Manages member enrollment process, including data entry. Ensures accounting and reporting procedures are followed. Follows up on past due accounts.
- Answers inquiries and provides information on YMCA membership and programs.
- Responds to member concerns. Treats every person who enters our facility with respect, integrity and warmth with no consideration to age, gender, race, ethnicity or religion.
- Works with the Director of Marketing to enable the YMCA to maintain an inviting, efficient member service desk.
- Assists with training staff on expected member service procedural protocol, and effective member service.
- Coordinates mailings and bulk mailings for various departments, orders postage.
- Orders and maintains supplies for general office area, individual program areas, and special events. Maintains inventory of all fax, copier, and printer supplies.
- Types and coordinates cards/thank you notes to members, especially during the holiday season. Provides cards to CEO for staff/Board birthdays.
- Relates to staff, members, prospective members, volunteers, and community in a manner which develops positive relationships and perceptions among all.
- Conducts tours and sells memberships.
- Assists with the registration of participants and members in classes and programs.
- Provides general office support.
- Attends trainings as required, and assists with training of member service staff.
- Assists with member retention plan.
- Invoices quarterly, semi annual/annual memberships.
- Maintains inventory of member service supplies and materials.
- Processes membership financial assistance.
- Assists with YMCA special events.

Qualifications

Knowledge, Attitude, Skills, and Habits

- Ability to articulate the YMCA mission.
- Commitment to excellence and high standards.
- Excellent written and oral communications skills.
- Ability to work with all levels of management.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Ability to work independently and as a member of various teams and committees.
- Proven ability to handle multiple projects and meet deadlines.
- Strong interpersonal skills.
- Ability to deal effectively with a diversity of individuals at all organizational levels.
- Good judgment with the ability to make timely and sound decisions.

Physical Abilities

- May be required to sit for extended periods of time while demonstrating manual dexterity in order to accurately work on the telephone, computer keyboard, and other equipment
- Must possess auditory, verbal, and visual capabilities to adequately communicate via telephone and in person

Disclaimers

- Must complete successful criminal background check and drug screen
- All the above duties and responsibilities are essential job functions subject to reasonable accommodation. The YMCA promotes an equal opportunity workplace that includes reasonable accommodation of otherwise qualified applicants and employees. Please see your supervisor should you have any questions about this policy or these job duties.
- This job description may not be all-inclusive and employees are expected to perform all other duties as assigned and directed by their supervisor. Job descriptions and duties may be modified when deemed appropriate by senior management.

Updated
5/10/17