



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## MANITOWOC-TWO RIVERS YMCA JOB DESCRIPTION

Job Title: **Membership Services (Dept. 55)**

FLSA Status: Nonexempt-Hourly Part Time

Pay Rate: \$12.00

Reports to: Membership Director

Revision Date: 8/2022

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### POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. Membership Services staff maintain a supportive, positive atmosphere that welcomes and respects all individuals. Membership Services staff respond to member and guest needs and promotes memberships and programs.

### OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

### ESSENTIAL FUNCTIONS:

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
2. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Registers program participants
6. Understands and can explain membership types. Can assist with new member sign up.
7. Applies all YMCA policies dealing with member services.
8. May hand out locker keys and towels; may monitor the locker rooms as required.
9. Performs other duties as assigned.

YMCA JOB DESCRIPTION FOR MEMBERSHIP SERVICES

**YMCA COMPETENCIES (Leader):**

	Leader*	Team Leader	Multi-Team Leader	Organizational Leader
Values	Accepts and demonstrates the Y's values.	Models and teaches the Y's values of Caring, Honesty, Respect, and Responsibility.	Reinforces the Y's Values within the organization and the community.	Incorporates the Y's mission and values into Manitowoc-Two Rivers YMCA's vision and strategies.
Community	Demonstrates a desire to serve others and fulfill community needs.	Ensures a high level of service with a commitment to improving lives.	Effectively communicates the benefits and impact of the Y's efforts for all stakeholders.	Ensures community engagement: promotes the global nature of the Y.
Inclusion	Works effectively with people to different backgrounds, abilities, opinions and perceptions.	Champions inclusion activates, strategies, and initiatives.	Develops strategies to ensure staff and volunteers reflect the community we serve.	Advocates for and institutionalizes inclusions and diversity throughout Manitowoc-Two Rivers YMCA.
Relationships	Builds rapport and relates well to others.	Builds relationships to create small communities.	Builds and nurtures strategic relationships to enhance support for Manitowoc-Two Rivers YMCA.	Initiates the development of relationships with influential leaders to impact and strengthen the community.
Developing Others	Takes initiative to assist in developing others.	Provides staff with feedback, coaching, guidance, and support.	Provides tools and resources for the development of others.	Ensures that a talent management system is in place and executed effectively.
Decision Making	Makes sound judgements, and transfers learning from one situation to another.	Provides others with the frameworks for making decisions.	Integrates multiple thinking processes to make decisions.	Possesses penetrating insight and strong strategic and critical thinking skills
Change Capacity	Demonstrates an openness to change, and seeks opportunities in the change process.	Facilitates change; models adaptability and an awareness of the impact of change.	Creates a sense of urgency and positive tension to support change.	Effectively drives change by leveraging resources and creating alignment to expand organization opportunities.

\*Leader is the category for all Manitowoc-Two Rivers YMCA employees who are not supervisors, managers, directors, etc. In this regard, **ALL** Manitowoc-Two Rivers YMCA employees are leaders.

**ABUSE RISK MANAGEMENT REQUIREMENTS (HIGHLIGHT ONE)**

<b>For employees who directly supervise youth</b>	<b>For employees who do not directly supervise youth</b>	<b>For supervisors and administrators</b>
Adheres to policies related to boundaries with youths	Adheres to policies related to boundaries with youths	Follows employee screening requirements and uses screening instruments to screen for abuse risk
Attends required abuse risk management training	Attends required abuse risk management training	Provides employees with on-going supervision and training related to abuse risk
Adheres to procedures to managing high risk activates and supervising youths	Reports suspicious or inappropriate behaviors	Provides employees with regular feedback regarding their boundaries with youths
Reports suspicious or inappropriate behaviors and policy violations	Follows mandated abuse reporting requirements	Requires employees to adhere to policies procedures related to abuse risk
Follows mandated abuse reporting requirements	Adheres to job specific abuse risk management responsibilities <ul style="list-style-type: none"> <li>• Custodians- ensures unused locker rooms and closets remain locked; routinely monitors high-risk locations</li> <li>• Front desk personal-ensures youths are properly signed in and out, ensures only authorized adults are allowed in the facility, etc.</li> </ul>	Responds quickly to policy and procedure violations using the organization’s progressive disciplinary procedures
		Responds seriously and confidently to reports of suspicious and inappropriate behaviors
		Follows mandated reporting requirements
		Communicates to all employees the organization’s commitment to protect their youths from abuse
		Reports essential abuse risk management information to the board of directors.

**YMCA JOB DESCRIPTION FOR MEMBERSHIP SERVICES**

**QUALIFICATIONS:**

1. Previous customer service, sales or related experience.
2. CPR/AED and First Aid Certifications required within 30 days of hire.
3. Excellent interpersonal and problem-solving skills.
4. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
5. Basic knowledge of computers. Experience with Microsoft Office is preferred.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to monitor all areas of the Y, engaging with Y members where they are using the facilities; must be able to move around the Y.
- The employee must occasionally lift and/or move up to 25 pounds.

**WORKING CONDITIONS (HIGHLIGHT ALL THAT APPLY):**

walking	crouching	lifting 25lbs	sitting	stooping	kneeling
climbing	standing for long periods	carrying 25 lbs	pulling	jumping	twisting

I understand and agree to the above job as outlined in the above job description.	
_____ Staff Member Signature Date: _____	_____ Supervisors Signature Date: _____