

# JOIN OUR TEAM!



## Charleston Family YMCA

**Job Title:** Member Services Coordinator

**Association:** YMCA of Kanawha Valley

**Supervisor:** Membership Director

**Branch:** Charleston Family YMCA

**Date:** March 2019

**Department:** Membership

### I. General Functions

Under the guidance of the Membership Director, the Member Services Coordinator will assist in the general operation of the Member Services department. The Member Service Coordinator will act as a liaison between the Member Service Staff and the Administrative and Program offices, and assist the Membership Director in effectively serving members, participants, and guests.

### II. Know How

This position requires a thorough understanding of Member Service policies, YMCA policies, membership practices, and YMCA organizational structure. This person must possess the following managerial skills:

excellent communication

time management

conflict resolution skills

basic aptitude in mathematics

assertiveness and appropriateness in enforcing YMCA policies.

This person should have a minimum of a high school diploma and at least two years of experience in a related field. Must have the ability to operate general office equipment and demonstrate proficient computer skills. CPR training will be provided.

### **III. Principal Activities**

1. Work directly under the supervision of the Membership Director in coordinating the general operation of the Member Service Center.
2. Assist in preparing, distributing and updating working schedules for Member Service personnel. Responsible for finding substitute personnel when Member Service personnel have not been able to do so. Membership Coordinator is responsible for covering all open shifts and regularly scheduled shifts when necessary.
3. Responsible for initial and ongoing training for Member Service personnel as directed by Membership Director, assuring that accurate CCC operation, member relationships, competency and shift accounting procedures are followed.
4. Effectively and efficiently communicate and enforce YMCA policies, procedures, general information and correction of error receipting violations with the Member Service personnel.
5. Assist Membership Director with all routine function of the membership department, including, but not limited, to filing, mailings, and providing tours of facility.
6. Assist Membership Director in areas of member service appreciation and retention.
7. Maintain inventory of all supplies, flyers, information sheets, new member packets, etc. needed to operate an efficient Member Service department.
8. Handle monthly membership renewals and status-change forms efficiently and correctly; track and log locker rental information, and oversee the handling and storage of all lost & found items.
9. Track coffee station needs and usage; keep clean and stocked.
10. Lead by example to Member Service personnel and all YMCA of Kanawha Valley staff.

### **IV. Effect on End Result**

The effectiveness of this position will be measured by:

1. Maintaining the efficient operation of the member service center.
2. Handling the needs of the member service center and effectively communicating needs to the Membership Director.
3. Maintaining an effective and productive working relationship with the Membership Director with an end result being superlative service provided to our members, program participants, guests, and Y staff.
4. Assuring consistency related to the operation of the member service center across all shifts.
5. Providing accurate and thorough communication of new policies and procedures with member service staff.