



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## ATHENS-MCMINN FAMILY YMCA JOB DESCRIPTION

Job Title: **Member Services (Closing Shift)**

Job Code: **P17**

FLSA Status: **Non-Exempt**

Hours: **Minimum 5 Hours per week**

Status: **Part-time**

Department: **Membership**

Reports to: **Sr. Director of Membership Engagement**

Revision Date: **03/10/2026**

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### POSITION SUMMARY

The Member Services position delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area. In addition, every position in the Athens-McMinn Family YMCA is responsible for upholding the Christian principles that are central to our mission by modeling behaviors that exemplify the Y's core values - caring, honesty, respect and responsibility.

### CORE FUNCTIONS:

- Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
- Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
- Builds relationships with members; helps members connect with one another and the YMCA.
- Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
- Proficient in using a computer including but not limited to; Microsoft Outlook, web explorers, and Microsoft Word.
- Proficient in DAXKO operations including but not limited to; membership and program registrations.
- Proficient in Daxko Engage, including but not limited to; logging conversations with members each shift, utilizing and completing tasks, etc.
- Attends staff meetings and trainings as scheduled, including abuse prevention training.
- Follows all Y policies, rules, regulations and procedures, including emergency and safety procedures, Child Protection policies and boundaries with consumers. Completes incident and accident reports as necessary
- Report suspicious or inappropriate behaviors and policy violations.
- Follow mandated abuse reporting requirements.
- Other duties may be assigned.

### WORK SCHEDULE:

The part-time work schedule may vary. These are the hours that this position could regularly be scheduled:

Mon. - Fri. 4:00pm-9:15pm | Sat. 7:30am-5:15pm | Sun. 12:45pm-5:15pm

### REQUIREMENTS

## QUALIFICATIONS

Individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and/or ability required. **Applicants must be age 17+.**

## EDUCATION AND/OR EXPERIENCE

There are no education requirements. Need to have excellent interpersonal and problem-solving skills. Ability to relate effectively to diverse groups of people from all social and economic segments of the community. Experience in multi-tasking is essential.

## REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or scheduled form.

## WORK ENVIRONMENT

While performing the duties of this job, the employee may be exposed to outdoor weather. The noise level in the work environment is moderate. Must be able to perform within this environment.

## MATHEMATICAL SKILLS

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume and distance.

## PHYSICAL DEMANDS

Frequently required to talk or hear. Required to stand, walk, sit, and use hands and fingers. Vision abilities required by this job include close, distance, color and peripheral vision, depth perception, and ability to adjust focus.

## LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of members or employees of the organization.

## CERTIFICATES, LICENSES, COURSES

- Current CPR or higher; required upon hire.
- New Employee Orientation; required to start work, provided by the Y.
- Additional training, licenses, and courses may be required throughout employment.

## SIGNATURE

I have reviewed and understand the job description for this position.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

Today's date: \_\_\_\_\_