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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ATHENS–MCMINN FAMILY YMCA JOB DESCRIPTION

Job Title: **Member Services (Opening Shift & Weekends)** Job Code: **P17**
FLSA Status: **Non-Exempt** Hours: **Minimum 5 Hours per week**
Status: **Part-time** Department: **Membership**
Reports to: **Sr. Director of Membership & Marketing** Revision Date: **11/9/2026**

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; sell memberships.
- Build 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. 4:30am – 8:30am | 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 18+.**

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: _____