



## Member Service Assistant Manager

**Reports To: Member Service Manager**

**Supervisory Responsibility: Yes**

### Position Summary:

To further the mission of the YMCA through superior member and guest service by delivering timely responses with integrity, simplicity, and a passion for excellence, while exceeding our members' expectations. This individual will be responsible for ensuring safety and security through controlling access to the YMCA. This individual is also responsible for providing information on memberships, registrations, and programs in a motivating way.

### Qualifications:

1. Must be able to use best practice supervising staff while on duty during nights and weekends, reporting to the Member Service Manager.
2. Ability to multitask, resolve conflict, and remain consistent on policy and procedures.
3. Ability to make decisions and promote an improved environment, remaining consistent on best practices for the YMCA and the member/guest.
4. Ability to stay on task and be alert at all times ensuring safety throughout the building.
5. Ability to take on leadership responsibilities, problem solve with the Member Service employees, and communicate directly with the Member Service Manager.
6. Knowledge of basic math and bookkeeping, along with the ability to learn a wide variety of program information and computer applications.
7. Must be able to develop interpersonal relations with members and guests by being professional, reliable, credible, responsive, and friendly.
8. Confidence in handling multiple customers and providing exceptional service making each member and guest feel welcome, valued, and appreciated.

### Experience:

1. 2-4 years' experience in customer service and office administration.
2. Experience as a supervisor.

### Specific Responsibilities:

1. Ability to work full time, specifically nights and weekends.
2. Provide friendly, courteous, and prompt service to members and guests.
3. Work closely with all department leads/supervisors/admin on any opportunities for improvement, employee issues, incidents, emergency's and any other related issues.
4. Build relationships with members while exhibiting professionalism and a positive attitude to create a family atmosphere.
5. Act as the direct Building Supervisor for members and guests, working in coordination with the Member Service Manager.
6. Assist in low/non staffed areas (gyms, locker rooms, cardio, and weight room.) Make sure all members are being safe and following the facility rules.

7. Follow and enforce all YMCA procedures and policies, including: personnel guidelines, safety guidelines, facility access procedures, and membership policies.
8. Ensure security of the YMCA facility and staff as well as managing emergency situations through procedure compliance.
9. Manage our Facility and Birthday Party Rentals
10. Attend mandatory trainings, staff meetings, and Y community events.
11. Deliver superior telephone service by ensuring calls are routed correctly and timely, answering inquires effectively.
12. Provide accurate information to members and guests using knowledge, understanding, and consistency of The YMCA of Southwest Michigan policies and procedures.
13. Multitask and work under pressure by maintaining an organized work space, using problem solving skills and notifying management of any outstanding problems.
14. Earn the trust of members and guests by remaining calm and collected, as well as using complaints as valuable feedback.
15. Manage and Process the Benton Harbor-Saint Joseph YMCA Financial Assistance Program
16. Must enter data correctly and double check work on a daily basis.
17. Help to create a friendly and positive environment throughout the facility.
18. Support the Member Service staff by stocking and organizing supplies, assisting members/guests, and providing tours as needed.
19. Must be proficient in Daxko and other operating systems, including, but not limited to Appointment Plus, National Reciprocity, and Raptor.

#### **Training Requirements:**

*Must successfully complete and comply with the following training:*

20. CPR First Aid and AED
21. Active Shooter Training (WESTBEND)
22. Child Abuse Prevention (WESTBEND)
23. Listen First (Y Exchange)
24. Cause Driven Tour (Y Exchange)
25. Daxko and other operational systems training
26. New Employee Orientation (Y Exchange)

#### **Physical Requirements:**

The physical requirements 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.

1. Standing, sitting, and walking throughout the building for tours and safety checks.
2. Duties require occasional lifting and/or moving up to 25 pounds.
3. Specific vision abilities required by this job include close and distance vision.