



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

MEMBER SERVICES DESK

— Ann Arbor YMCA

Location: 400 W Washington, Ann Arbor **Type:** Part-time

OUR CULTURE

Our mission and core values are brought to life by our culture. It's who we are, who we aspire to be and how we show up every day. We are cause-driven. We don't just show up, we show up with purpose. **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.

YOUR ROLE

We act with intentionality to connect people to our cause through our service and engagement principles. Every day we:

- **Welcome** – Smile, greet members by name and introduce ourselves.
- **Connect** – Ask questions, share a story and introduce members to other staff and members.
- **Support** – Affirm and encourage members and wish them well.
- **Invite** – Share opportunities for members to get involved and give back to the community.

HIRING RANGE: \$9.90 - \$11.13 per hour depending on experience

GENERAL FUNCTION:

Provide quality service and information to members and prospective members; greet and welcome all constituents of the YMCA, develop relationships that ensure members' retention and satisfaction, as well as responsibility for opening the Y, operating and maintaining the Membership Services Desk systems, handling phone calls and ensuring positive member experience with excellent customer service; conduct potential new member tours, sales of new memberships, and follow up with new members during their first 90 days.

APPLICATION DEADLINE: Ongoing
APPLICATIONS TO: James Highsmith
JHighsmith@AnnArborYMCA.org

Please submit Employment Application & resume.

ANN ARBOR YMCA BENEFITS:
Individual membership
Program/Child care/Camp fee reduction
Go!Pass for AATA

Position hours:
5am-10am (M-F), 6:30am-7pm (S/SU), 5pm-10pm (M-F)

REQUIREMENTS:

- Have excellent interpersonal and communication skills; ability to relate to the public & other staff.
- Have a positive and helpful attitude.
- Must be able to accurately interpret and carry out YMCA policies and procedures as they relate to membership and program participation.
- Must be able to make good judgment.
- Ability to work well independently and as a team player in a fast-paced environment.
- **Read and respond to all YMCA communication including but not limited to email.**
- **Multi-lingual ability is preferred.**

CERTIFICATIONS:

- High School diploma or equivalent is required.
- 1-year Customer service or sales experience preferred.
- General computer experience and skills are required. Ability to learn and operate membership software within 30 days of hire is required.
- Basic writing and mathematical skills are required.
- Ability to respond to safety and emergency situations is required.

FULL JOB DESCRIPTION IS AVAILABLE UPON REQUEST.