

Position Summary:

This position is responsible for maintaining the building, safe operations, and overall inspections. The incumbent conducts walk-throughs and patrols the facility to preserve order and protect property. Greet & welcome all constituents of the YMCA and develop relationships that ensure member retention and satisfaction. Provide interviews, give tours, and close sales to potential members. Process and receipt for program registrations, retail sales, memberships, and other events. Ensure a positive member experience with excellent customer service. Assist in membership & marketing duties as assigned by the Membership Director. Responding to member questions and concerns.

Principal Responsibilities:

Tour the facility on a regular basis and complete building checklist

Provide a high level of service to our members, guests, and program participants

Assist in monitoring membership desk activities such as cash handling, locker distribution, merchandise inventory, and security procedures

Take the lead in problem solving building situations during the work shift

Warn persons of rule infractions and evict violators from the building as necessary

Serve as the point of contact with outside authorities for emergency or disturbances to operations and safety

Works hands-on at the membership desk as needed

Other duties, as assigned

Must exhibit the four disciplines of a Cause-driven Leader:

Mission Advancement – advancing the Y's promise to strengthen community.

Collaboration – working with, understanding, and developing others.

Operational Effectiveness – ensuring relevance, effectiveness, and sustainability.

Personal Growth – developing continually to adapt to new challenges.

Qualifications (Required)

- Computer skills
- Must be 18
- Pass drug screen; Clearances (Child abuse, criminal background, and fingerprint)
- Reliable transportation
- Qualifications required within 30 days of hire: CPR/AED and First Aid

- Previous customer service experience
- Demonstrated interpersonal communication and problem-solving skills
- Willingness to work with people of diverse backgrounds

Qualification—Preferred

- Knowledge of YMCA programs and services

Physical Requirements

- Ability to patrol the facility regularly
- Ability to observe and provide personal assistance to others
- Ability to lift up to 75 pounds

Hours

- Weekday evenings and weekends

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Apply by Email: strego@rqsymca.org

Deadline to Apply: December 15th, 2017