



YMCA of Indiana County			
Employee Job Description			
Position Title:	MSR	Department:	Membership
Reports To:	Director of Member Services	Grade:	
Classification:	Full time/ Part Time / Seasonal	Job Code:	

GENERAL FUNCTION:

Under the general direction of the Director of Member Services, the YMCA MSR will assist in administering programs and policies of the YMCA in accordance with the provisions of the Constitution and By-Laws of the organization. This person may be asked to assist the Director of Member Services with administrative tasks at times. Also demonstrates a commitment to YMCA Core Values of Caring, Honesty, Respect, and Responsibility.

CORE COMPETENCIES:

- Provides a quality experience for everyone, including but not limited to Health Seekers, Members, Participants, Internal Customers, Fellow Staff Members, Vendors, and others.
- Treats everyone with courtesy, respect and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people; demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

KNOWLEDGE – SKILLS – ABILITIES:

Education:

- The MSR must at least have a High School Diploma or be in pursuit of a high school diploma.
- Must have and maintain updated certification in CPR/AED (Adult, Infant, and Child) and First Aid and complete training in YMCA of USA Child Abuse Prevention.

Skills:

- The MSR must have an understanding of the respective roles of the Board of Directors, the Staff, and the Volunteer structure of the organization.
- The MSR must relate well with members, potential members, program participants and other YMCA staff.
- Must be able to assess needs of members and respond well to these needs.

Abilities:

- Ability to process necessary transactions error free.
- General computer knowledge
- Ability to relay appropriate information to members and program participants.
- Be on time and punctual to and from work.
- Keep a clean, safe, professional environment.
- Relay appropriate messages to management staff.
- Ability to be flexible.

- Ability to have appropriate interactions with members, program participants and other staff.

Experience: (MSR I) 0-1 year experience working in the front desk setting. General knowledge of Daxko and YMCA policy and procedure **(MSR II)** must have > 1 year of front desk experience. Requires advanced Daxko knowledge and the ability to handle specialized memberships. **(Lead MSR)** must have a minimum of 2 years front desk experience with the YMCA. Requires advanced Daxko knowledge, ability to handle specialized memberships, strong leadership capabilities, and is a team player.

Working Conditions: extended periods of standing and walking

Equipment Used: computer and general office equipment

JOB RESPONSIBILITIES:

- Must represent the YMCA in a positive, professional manner at all times through adherence to the dress code and all other policies
- Must show respect and courtesy towards all members, guests, and staff
- Must maintain current first aid/CPR certification
- Responsible for promotion of services within guidelines of the YMCA of Indiana County
- Demonstrate leadership capabilities and adaptability with all members and guests entering the YMCA
- Attend meetings, in-service trainings and special events as applies to position
- Ability to process necessary transactions/registraions error free.
- Ability to relay appropriate information to members, program participants, and management
- Be on time and punctual to and from work.
- Keep a clean, safe, professional environment.
- Ability to have appropriate interactions with members, program participants and other staff.
- Checks for communicated information via the communication binder before all scheduled shifts.
- Other duties assigned by the Director of Member Services

PHYSICAL REQUIREMENTS:

- Must be able to stand for the duration of the shift
- Must be able to bend and stoop occasionally
- Must be able to lift 35 pounds occasionally

EFFECT ON END RESULT:

The effectiveness of this position can be judged by:

- Attainment of goals and objectives as evidenced in the performance appraisal process and the completion of the major duties of this position as outlined.
- The development and maintenance of good staff relations and an increasingly effective lay leadership resulting in a smoothly operating team of laymen and staff.
- Maintenance of safe, clean, and functional facilities for all program areas.
- The YMCA will be recognized by the community as providing excellent service to all who walk through our doors or contact us on the phone.
- The YMCA will effectively connect and build relationships with its members and the community, resulting in increased member enrollment and retention.

- Consistent, superior member service and satisfaction resulting in continued growth in membership, programs and special services.

Employee

Date

Supervisor

Date