



YMCA of Indiana County

Employee Job Description

Position Title:	MSR 1/2	Department:	Membership
Reports To:	Director of Member Services	Grade:	1, 2
Classification:	Full time/ Part Time / Seasonal	Job Code:	MEMMSR1/2

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 0-3 year experience working in the front desk setting. General knowledge of Daxko and YMCA policy and procedures.

Trainings:

YMCA Orientation within the first 60 days of employment

CPR/First Aid within the first 90 days of employment

MSR II must have > 3 years of YMCA front desk experience. Requires advanced Daxko knowledge and the ability to handle specialized memberships. Special considerations may be made for persons with advanced customer service/sales experience.

Trainings: (all MSR I trainings plus)

Foundations of Listen First

Giving a Cause Driven Tour

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/registrations 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:

