



GREATER JOLIET AREA YMCA JOB DESCRIPTION

TITLE: **MEMBERSHIP MANAGER**

DATE: 01/01/12

JOB NUMBER: **23-240**

LOCATION: **GALLOWICH**

POSITION DESCRIPTION

Responsible for working with current and prospective members to identify their YMCA membership needs. Process all types of memberships and program registrations. Provide checkpoint to ensure accurate transactions and membership processing. Assist in maintaining membership records.

Assist in supervision of Reception Desk staff. Assist in hiring, scheduling and training staff. Provide membership staff backup. Provide facility tours as necessary. Answer phones and additional administrative duties as assigned. Must be proficient in Microsoft Office; Excel; Internet Navigation, and Windows Computer Applications. Promote and model the YMCA mission.

EDUCATION / SPECIAL TRAINING / CERTIFICATION REQUIREMENTS

- High School Diploma
- Bachelor's Degree or equivalent years of experience
- 3 years of Customer Service experience
- Proficient in Microsoft Office, Internet Navigation, and Windows Computer Applications
- CPR / AED Certification within 60 days
- First Aid Certification within 60 days
- New Staff Orientation and Child Abuse Prevention Training within 60 days
- Code of Conduct review with Supervisor

ADDITIONAL REQUIREMENTS

If you do not believe you can meet any one or more of the requirements DO NOT SIGN this page. Please ask staff if special accommodations can be arranged.

- Speak clearly and loudly (Warn of Danger)
- Read/Write English
- 20/20 with or w/o Lenses
- Sense of Smell (smoke, chemicals, etc)
- Walk/Climb/Balance including climbing stairs over 30ft
- Lift 50lbs and over
- Work high humidity and temp over 80 degrees
- Work in Air/Non-Air Conditioning
- Operate office equipment and type 20 wpm
- Work with noise over 50 decibels
- Set up and cleanup program equipment
- Work with children younger and older than 6 years of age and with Senior Citizens
- Ability to direct/plan activities of others
- Ability to influence others
- Ability to work effectively under stress and specific instructions
- Ability to make good judgment and decisions
- Ability to pay high attention to detail
- Ability to handle multiple tasks in a calm, professional manner
- Ability to handle various types of situations with the highest level of customer service

Applicants Name (printed)

Date _____

Signature

I have read and understand this position description and believe I am capable and qualified to handle the position as presented.