



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PARKVIEW HUNTINGTON FAMILY YMCA

Job Title: **Member Services Lead**

Job Code: (0101)

FLSA Status: 28-40 hrs per week

Reports to: Member Services Director

Revision Date: 02/20/2026

POSITION SUMMARY:

The Member Services Representative will greet members and guests, provide a positive and service driven environment, become fluent in Daxko operations, and promote member wellness and engagement in accordance with YMCA policies, procedures, core mission, and values.

Opportunity for promotion to management

Work Shifts: Monday through Thursday 3:00 p.m. to 9:30 p.m.

Every other Friday 3:00 p.m. to 9:30 pm

Rotating weekend shifts

Pay Rate: \$11.50-\$12.50/hr

ESSENTIAL FUNCTIONS:

1. Reflect and uphold the mission and core values of the YMCA when dealing with people both within the YMCA as well as out in the community.
2. The member services representative will greet members and guests as well as monitor the traffic flow, and they will distinguish between members and non-members checking in and point them in the right direction if needed.
3. Use Daxko Operations System as well as various Senior Adult benefit programs (Silver Sneakers, Renew Active, Silver & Fit) to efficiently lead customers through new memberships, as well as program registrations.
4. Typing, filing, and general secretarial duties as assigned by the director
5. Member Services activity will be efficient and will support other YMCA functions.
6. Appropriately answer phone calls with a professional greeting as to where the caller is calling, who the Member Services team member is, and a request to help them
7. Assist in preparation of mailings and promotional materials to customers
8. Give professional and informative tours of the facility and program offerings-customized as necessary to each customer
9. Assist the Wellness staff with running and folding loads of laundry, as well as putting it away

10. Responsible for general maintenance and cleanliness of the Member Services area and building in general to present a clean facility for our members, guests, and staff team
11. Take steps to build effective, authentic relationships with members through helping them to connect with each other and the YMCA through excellent customer service and communication
12. Quickly responds to emergency situations
13. Follows all YMCA policies and procedures
14. Willingly performs other duties as assigned

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Builds effective, supportive working relationships.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning, speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgements, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths, and limitations and how they impact relationships. Has the functional and technical knowledge and skills to perform well; uses best practices and demonstrates up-to-date knowledge in technology.

QUALIFICATIONS:

1. Required certifications: CPR, First Aid, AED (training provided if needed)
2. Driving record and background check that meets YMCA standards if requested.
3. Must have good interpersonal, public relations and communications skills.
4. Basic computer skills, with additional training provided on Daxko operations software.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to sit or stand for long periods of time.
2. Ability to work at a computer station for long periods of time.
3. Ability to perform all physical aspects of the position; including sitting, walking, standing, bending, reaching, and lifting up to 25 lbs.