

## **Scott County Family Y Vacancy Posting**

**Position:** Member Services Representative    **Department:** Member Services  
**Location:** Davenport Family YMCA            **Pay Range:** \$7.47-11.20/hour  
**Hours:** varies

**How to Apply:** Submit application at Welcome Center of Davenport Family YMCA, 606 W 2<sup>nd</sup> St, Davenport, IA 52801

**Reports to:** Director of Relationships

**Supervisory Responsibility:** None

**Position Summary:** The Member Services Representative is responsible for greeting members, callers, and visitors to the Y in a pleasant manner and monitor access to facilities.

### **Job Requirements:**

**Education:** High School Diploma or equivalent

**Experience:** None

**Certifications:** None

**Physical Qualifications:** This position is expected to be able to successfully perform all physical activities necessary to perform essential and related functions of the position including climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and repetitive motions. This position is expected to be able to perform essential and related functions of the position which can generally be described as light work.

### **Essential Functions:**

1. Serves as role model to members and Y staff and at all times lives the mission, vision, and values of the YMCA movement.
2. Greet members/visitors in a warm, welcoming manner.
3. Provides informational services and directs individuals to the proper person or location.
4. Checks and receives money for membership sales and program/class fee payment
5. Performs switchboard duties, handling all types of incoming calls and related messages, routing to proper staff
6. Monitors gate access by properly checking Y membership and class/program entry cards.
7. Knows the emergency procedures and location of emergency equipment.
8. Provides exceptional tours of the facility according to Membership Best Practices
9. Keeps reception and lobby areas clean, orderly and attractive.
10. Performs incidental clerical and custodial work and other jobs as assigned by management staff.

11. Receive and resolve member complaints occur according to Membership Best Practices

**Expected End Results:** The effectiveness of a successful Member Services Representative will be quality and friendly customer service and a warm, caring environment.

I have read and understand this description.

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Employee Signature

**Revision Date:** 10/27/2009