

North Suburban YMCA

POSITION DESCRIPTION

POSITION TITLE: Guest Services Associate, part time

GENERAL FUNCTION:

This position requires an individual with excellent customer service, leadership, sales and service, problem solving, and human relation skills. He/she must be self-directed, with excellent computer skills and strong written and oral communication skills. He/she must have the ability to work with people of all ages and backgrounds while effectively supporting and communicating the YMCA's character values and mission.

You will have the responsibility of supervising the NSYMCA during the early morning, evening weekday and weekend hours. Professionalism, customer service, and follow through are the essential functions

QUALIFICATIONS:

- Excellent customer service skills and computer experience are necessary; previous customer service experience is preferred
- Seeking candidates who can successfully multi-task in a diverse, fast-paced environment
- Must have capacity for learning new information and adapting to an ever-changing environment
- High school diploma or GED
- Candidates with wellness knowledge/background are strongly encouraged to apply

Desk Duties:

- Must be able to work in a fast-paced facility, with the ability to make decisions and problem-solve on the spot.
- Relate to the public, both on phone and in person, and provide excellent service to members, guests, and participants.
- Handle the sale of all programs, classes, memberships, and retail items.
- Process membership and registration paperwork accurately and input information into the computer in a timely manner.
- Remain knowledgeable of all programs, class schedules, and membership information, and keep adequate information available.

- Understand and enforce all YMCA policies dealing with member services.
- Operate card maker system, digital camera, cash register, credit card machine, fax machine, copier, telephone system, and perform routine filing.
- Provide facility tours to new and prospective members and follow up on all tours.
- Answer phone calls.
- Clean and keep work space neat
- Handle and resolve membership complaints; inform supervisor of unusual situations or unresolved issues
- Use all Microsoft programs (Excel, Word, Power Point, Outlook etc)
- Make sure that end of shift is balanced.

ENVIRONMENT

Large, busy, and multi-functional facility. High level of contact with staff and board members. Occasional late or weekend hours required.

Contact Email: hbusch@nsymca.org