



## GREENSBURG YMCA JOB DESCRIPTION

Job Title: Member Engagement Specialist

Reports to: Director of Member, Donor and Community Relations

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**Position Summary:** The Member Engagement Specialist will build relationships and connections with and among members by using member's names, engaging members in conversation and actively listening. The Member Engagement Specialist will provide the highest quality of service to our members and potential members.

### **Essential Functions:**

1. Perform and provide excellent customer service by exceeding member expectations. Consistently greet every person who enters the Greensburg Y, by name if known, and recognize all members and guests when they leave;
2. Engage in active listening with members and program participants in order to build relationships, understand individual's goals and interests, and take the initiative to ensure the member has a positive experience;
3. Walk the facility during shift and ensure members are comfortable and cared for;
4. Always have a friendly, helpful attitude and wear a smile;
5. Invite members to participate in group ex classes, personal training and other current Y programs. Be knowledgeable about program areas and share information with members;
6. Assist Welcome Center Attendant with front desk needs including Daxko entry, assigned tasks, key disbursement, answering phones, directing calls and providing accurate information, etc.
7. Conduct prospective member tours and convert memberships;
8. Know the Code of Conduct and enforce using the "3 strikes you're out policy".
9. Control access to the facility. During specified times, the Member Engagement Specialist may monitor the downstairs entry for compliance, i.e. during swim team practice, to ensure all members are checked in;
10. Wash towels and ensure all towels are washed at the end of the night;
11. Ensure facility is neat and tidy by walking the floor and picking up any stray garbage, racking and organizing exercise equipment, balls, weights, taking items left to lost and found. Performing light duty cleaning if needed;
12. Engage young children in the lobby when parents are registering for programs;
13. Other duties as assigned.

### **YMCA Competencies (Team Leader):**

Mission and People Oriented: Models YMCA mission and values. Ensures high-level customer service that differentiate the YMCA from other providers

*People Oriented:* Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Builds relationships to create small communities. Effectively tailors communications to the appropriate audience.

**Qualifications:**

1. Must be 18 years of age and display the maturity to deal with a variety of circumstances and individuals.
2. Criminal, Child Abuse and FBI Clearances, pre-employment physical.

**Physical Demands:** The employee is occasionally required to reach with hands and arms and use legs to lift/move up to 25 lbs. occasionally.