

JOB TITLE: Service Associate
SUPERVISOR: Membership Director
LOCATION: Southern Boone
DEPARTMENT: Membership
STATUS: Hourly, Non-Exempt
GRADE: 1

April 2024

General Function

Under the direction of the Membership Director, Service Associates provides general assistance to YMCA members and program participants, by phone or in person, for all YMCA activities. He/she must perform all duties in a safe and prudent manner. At the Southern Boone Area YMCA, we value the following attributes of personal character and ethical behavior and believe they are essential to attaining our mission; caring, honesty, respect, responsibility.

Know How

A Service Associate is required to understand the basic nature, philosophy, and mission of the YMCA. He/she must have the ability to comprehend, promote, and utilize ACTIVENet for all membership and programming requirements. In addition, an ability to provide effective fitness orientations and a thorough knowledge of all membership services is required. He/she must have good verbal and written communication skills with diverse groups within the community. He/she must be organized, and work proficiently to accomplish multiple tasks concurrently. He/she must have CPR, First Aid and AED certification.

Job Segments

1. Facilitate and guide the teaching of caring, honesty, respect and responsibility in our YMCA.
2. Direct all membership services, program participants and volunteers in a friendly and courteous manner.
3. Effectively communicate and promote program and membership opportunities to all members and participants within the community in the areas of youth development, healthy living, and social responsibility.
4. Provide quality tours and fitness center orientations within the Southern Boone facility.
5. Process membership and program registrations, payments, and cancellations.
6. Ensure accuracy of all payments and close outs in ACTIVENet and the cash register.
7. Properly prepare the daily deposit for the business office.
8. Share membership and programming needs and trends with Membership, Health & Fitness, as well as other Program Directors.
9. Ensure the cleanliness of YMCA lobby, Fitness Centers, restrooms, and other work areas.
10. Attend all team meetings.
11. Adhere to policies related to boundaries with consumers.
12. Attend any required abuse risk management training.
13. Adhere to procedures related to managing high-risk activities and supervising consumers.
14. Report suspicious or inappropriate behaviors and policy violations.
15. Follow mandated abuse reporting requirements.
16. As is possible during shift, ensure unused rooms and closets remain locked and routinely monitor high-risk locations (locker-rooms and bathrooms), etc.
17. Ensure consumers are properly checked into facilities.
18. Perform other duties as may be assigned.