



PHILADELPHIA FREEDOM VALLEY JOB DESCRIPTION

JOB TITLE: Member Services Supervisor
LEVEL: 7
SUPERVISOR: Membership Director
DATE:

JOB CODE: 4070P/4080F
FLSA STATUS: Non-Exempt
LOCATION:

POSITION PURPOSE

The Member Services Supervisor is expected to supervise the operation and personnel of member services and implement member centered strategies that build member involvement; ensure staff excellences in providing services and programs that contribute to member retention, satisfaction and growth; develop and implement training programs that build a work culture that is responsive to member issues and needs.

ESSENTIAL FUNCTIONS

- Assist with recruit, hiring, training, scheduling and evaluate staff. Build a committed staff team that reflects the mission and values of the YMCA.
- Assist with conduct staff trainings and orientations. Contribute to continuous improvement of service through staff recognition, satisfaction and retention programs.
- Monitor all registration and cash receipting procedures. Ensure compliance with policies and procedures. Ensure proper record keeping and deposits. Prepare reports of membership and program registration trends.
- Assist with creating member-centered work culture. Ensure that procedures, tours, communications, services consider member needs.
- Assist with new member's orientations, shepherd's program, member appreciation days, birthday recognitions, contacting new members and members with long absences from the branch.
- Help to coordinate facility schedule, lobby bulletin boards/displays, banners, member comment board, brochure rack, etc.
- Provide back up for the front desk staff.
- Assist with scheduling and conduct desk staff meetings. Attend meetings as assigned.
- Administer payroll and accounts payable for appropriate department/staff.
- Assist with managing all office related functions of the front desk/department (i.e. computer registration system, cleanliness of the desk and lobby area, supplies, and flyers/binders).
- Consult with members to direct them into appropriate healthy lifestyle programs.
- Provide a friendly and encouraging environment for members in the usage of fitness and wellness programs and services.
- Learn member names and encourage regular exercise routines and record keeping.
- Assist with tracking assigned participant's individual usage of the system and take appropriate action to ensure member retention, participation and progress toward goals.
- Cultivate and develop relationships and follow up with telephone calls, emails, correspondence, etc. to assist the member in achieving their wellness objectives.
- Provide consistent support to all members using the facility.
- Participate in providing tours to prospective members.
- Follow up with members to schedule orientations and to encourage regular exercise.
- Work as a part of a staff team in accomplishing the mission of the YMCA.
- Participates in the Annual Campaign as assigned.
- Performs other duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- All Philadelphia Freedom Valley YMCA Staff is responsible for the following:
 - Maintaining a clean, well-groomed appearance while on duty and keeping in compliance with the Association and Department Dress Code Policy
 - A continued commitment to member satisfaction by ensuring excellent Member Experience
 - Maintaining the safety of all members and staff by identifying and correcting risk situations, writing incident reports, etc.
 - Ensuring the overall cleanliness of the facility
 - A commitment to Diversity and Inclusion
 - Keeping the children in the care of the PFVY and participating in programming within the branches safe from harm and reporting signs and suspicions of abuse when necessary to the requisite state agency

ENVIRONMENTAL CONDITIONS

Office environment with some exposure to noise

PHYSICAL REQUIREMENTS

Ability to express or exchange ideas by means of spoken word to impart oral information and to convey detailed, spoken instructions to staff, members, and volunteers accurately, quickly, and loudly; ability to perceive the nature of sounds by ear; ability to lift up to 25 pounds; ability to move about on foot quickly

REQUIREMENTS

- College degree in related field with 1–2 years of related experience supervising and in a sales environment.
- Excellent written and oral communication, organizational, record keeping, and computer skills as well as the ability to build effective work teams.
- Ability to work well with volunteers, employees, board members and members required.
- Ability to operate all office equipment.
- Exhibit strong leadership skills; possess a passion for member service, building and maintaining a culture of member service excellence
- Acquire and maintain the following certifications:
 - CPR Pro/AED/O2 (valid 2 years unless otherwise noted)
 - First Aid (valid 2 years unless otherwise noted)
 - Requisite Redwoods Online Trainings (valid 2 years unless otherwise noted)

OTHER

At the YMCA we value the following attributes in personal character and behavior and believe that they are essential to attaining our mission:

CARING	Showing a sincere concern for others.
HONESTY	Be truthful in what you say and do.
RESPECT	Follow the Golden Rule.
RESPONSIBILITY	Be accountable for your promises and actions.

OUR MISSION

To translate the principles of the YMCA's Christian heritage into programs that nurture children, strengthen families, build strong communities and develop healthy minds, bodies and spirits for all.

Employee Name: _____

Signature: _____ **Date:** _____

Supervisor: _____