

Experience and Education:

- High School Diploma or equivalent.
- Prefer a minimum of one year or more experience working in customer service field.

Qualifications:

- High degree of human relation and customer service skills, the incumbent must a 'people person' with the ability to establish, collaborate and maintain positive relationships with members, staff, volunteers and the general public.
- Ability to handle multiple tasks, work independently, resolve problems and possess effective time management skills.
- Possess basic computer skills and a good working knowledge of Microsoft Office Programs experience with data base management software is preferred.
- Must be a team player who demonstrates strong verbal communication, interpersonal, organizational, problem solving and customer service skills.
- Possess and demonstrate excellent telephone etiquette.
- Possess and demonstrate ability to: read, interpret and effectively communicate documents, information and instructions such as safety rules, program policies, rules and procedures, Member Service and Welcome Desk procedures and YMCA policies and procedures. In addition, perform basic writing and mathematical skills (i.e. simple correspondence, adding, subtracting, multiplying, dividing decimals and fractions). Perform basic computer skills such as entering program transactions etc; solve problems and deal with a variety of situations and/or complaints; work with minimum supervision; work as part of the membership, volunteers and YMCA staff team.

Trainings & Certifications:

- Must complete the online Bloodborne Pathogens, Employee Safety and Youth Protection Series trainings prior to initial assignment to position.
- Must hold CPR, AED, and O2 certifications or successfully complete within 30-days of employment.
- Must attend and complete Emergency Procedures Training within 30-days of hire.
- Must complete the online Hazard Communication training within the first 90-days of employment.
- Must attend and complete Activate America and Quality Service Training within the first 90-days of employment

Core Competencies:

- Supports the Mission, Vision and Direction of the YMCA: Understands and supports the mission of the YMCA; displays the YMCA values; displays flexibility and accepts changes; is willing to try new methods and make suggestions; shows a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.
- Builds Community: Understands and embraces the role of volunteers; helps members and participants make connections to others and to the YMCA; practices effective relationship-building techniques; supports the role of fund-raising in achieving the YMCA mission.
- Provides a Quality Experience for Members, Participants, Internal Customer and Other: Possesses the ability to deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; looks for better ways to serve in involve members, participants, internal customers and others.
- Works Productively: Demonstrates responsible actions; consistently performs duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies and procedures; is reliable and consistently punctual; actively participates in staff meetings, required trainings, and other work related activities; uses good judgment; uses YMCA resources appropriately and efficiently.
- Uses Effective Personal Behaviors/Communicates Effectively: Treats everyone with courtesy, respect and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people; demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

Effect on End Result:

This position has a primary impact on the overall effectiveness with which the YMCA membership department accomplishes its goals and objectives in service to the community through:

1. The YMCA will be recognized by the community at large as giving excellent service to all who walk through our doors or call us on the phone.
2. The interpretation of the purpose of the YMCA in regard to the community as evidenced by continued good community relations.
3. Growth in membership, programs, and special services.

Physical Demands:

Ability to frequently sit, use his/her hands and fingers, stand, typing, walk, reach, climb, balance, stoop, crouch, kneel and climb stairs. Occasionally required to lift and/or carry and move up to 30 pounds. Specific vision abilities required close, color, distance, peripheral, depth perception and ability to adjust focus. Hear noises and distress signals in the teen environment with background noise and perform all needed rescues skills. Ability to occasionally, run in case of an emergency.

Work Environment:

While performing the duties of the incumbent is exposed to a normal work environment and weather conditions prevalent at the time. Noise level in the work environment is moderate but at time can be loud.

Americans with Disabilities Specifications:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

How to Apply:

Interested candidates should respond to Harlan Dunn, Residence Director at (315) 474-6851, ext. 308 or email their completed application to hdunn@syracuseymca.org or Laura Lipari, Human Resources Coordinator at (315) 474-6851, ext. 356 or email their completed application to llipari@syracuseymca.org, no later than September 28, 2018.

The YMCA of Greater Syracuse reserves the right to interview only those internal candidates that based on their qualifications, experience and background meets the requirements of the job vacancy.