



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

SIDNEY-SHELBY CO YMCA JOB DESCRIPTION

Job Title: **Membership Assistant**

Department: Membership

FLSA Status: Non-Exempt

Status: Hourly

Revision Date: 07/21/2025

Reports to: Membership Director

POSITION SUMMARY:

Under the guidance and direction of the Membership Director, the Membership Assistant is responsible for maintaining all members' accounts by processing data entry pertaining to membership and handling in-person members and phone calls related to membership accounts. This is a non-exempt, part-time position.

ESSENTIAL FUNCTIONS:

1. Oversee the facility calendar by accepting room requests, and using the calendar to optimize time management of the facility (birthday parties, graduations parties, etc.).
2. Manage the HydroMassage data base and member accounts, including the HydroMassage birthday month benefit.
3. Maintain the locker rental system, including accurate data entry, account updates, and member communications related to locker assignments.
4. Ensure cleanliness and visual appeal of the membership desk areas, manage displays, sale item inventory and member communication pieces.
5. Assist with financial aid applications and renewals.
6. Audit membership accounts - contact members with expiring billing methods and update their accounts accordingly, log 24/7 access data, generate invoices and collect on past due balances as needed, etc.
7. Assist the Membership Director with membership returns on the 1st and 15th of each month by printing names of members and reaching out to them via phone call or letter.
8. Assist in covering open shifts in the membership department when available at the Welcome Center and Child Watch area.
9. Complete annual youth abuse prevention training and other related trainings
10. Perform other duties as assigned.

YMCA COMPETENCIES:

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations

SIDNEY-SHELBY COUNTY YMCA

300 E. Parkwood Street
Sidney, OH 45365
(937) 492-9134
www.sidney-ymca.org

and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

This position requires a reliable, punctual person with experience and/or training in secretarial skills; an ability to manage several tasks at one time/ an ability to work well with children and adults; good communication and follow-up skills; ability to follow instructions and work without direct supervision.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- 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.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____