



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Shasta Family YMCA Job Description

Job Title:	Member Services Associate	Date:	October 6, 2022
Reports to:	Director of Member Services	FLSA Status:	Non-exempt
Department:	Member Services	Supervisory:	None

The Shasta Family YMCA is seeking candidates for the Member Services Staff position. This position is a front-line position where staff are the first representation of the YMCA. It is important to help communicate our cause, and to create a welcoming environment to all, as well as be knowledgeable about Y programming and offerings.

Candidates must be at least 18 years of age, and be available to work a variety of shifts from 4:30 a.m. to 9 p.m. Monday – Sunday. Starting pay is minimum wage, plus a free Y facility membership with regular employment. Member Services Staff are responsible for delivering excellent service to all members, guests, and program participants. They respond to member and guest needs, promote memberships and programs, handle program and membership registrations, maintain the cleanliness and organization of the front desk, café, and lobby area, as well as open and close the facility.

Qualified candidates must have excellent customer service and communication skills, be able to handle difficult situations, work independently as well as in a team, have strong computer skills and general math skills, and be able to handle a fast-paced, multifaceted position.

Candidates must pass LIVESCAN background check. Submit a resume, cover letter and references via email to hvela@sformca.org or fax to (530) 246- 9645. Shasta Family YMCA is an Equal Employment Opportunity Employer. We are a smoke and drug free workplace. Visit our website for more information www.sformca.org.

Our Culture: Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. We are welcoming: we are open to all. We are a place where you can belong and become. We are genuine: we value you and embrace your individuality. We are hopeful: we believe in you and your potential to become a catalyst in the world. We are nurturing: we support you in your journey to develop your full potential. We are determined: above all else, we are on a relentless quest to make our community stronger beginning with you.