FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BILLINGS FAMILY YMCA JOB DESCRIPTION

Job Title: Membership Lead
FLSA Status: Full-Time, Non-Exempt Revision Date:11/6/2026
Reports to: Membership Director

Position Summary:
The Membership Lead is a key representative of the YMCA's commitment to providing exceptional member experience. This role is responsible for delivering outstanding customer service at the front desk, promoting YMCA programs and membership options, and ensuring accurate processing of registrations and documentation. The Membership Lead supports the Membership Director and Coordinator in onboarding and training front desk staff and helps maintain a clean, safe, and welcoming lobby environment.

Essential Responsibilities:
- Provide friendly, responsive service to members, guests, and program participants in person, over the phone, and via email.
- Required to have membership desk hours.
- Will be required to take a shift if a sub is unavailable.
- Schedule court reservations, provide rental equipment and sell YMCA merchandise. Will keep track of all inventory and email appropriate director when supplies are low.
- Conduct tours of the facility, promoting membership benefits, YMCA programs, and the organization's mission and values.
- Assist potential and current members with membership applications, renewals, and changes.
- Is responsible for all data entry that cannot be completed online.
- Will be scanning in all membership forms to the YMCA's secure server.
- Issue new member ID cards and guest passes; ensure compliance with YMCA safety procedures, including state registry checks.
- Maintain knowledge of current program offerings, schedules, and policies to effectively communicate with the public.
- Maintain an organized, clean, and inviting lobby and front desk environment.
- Balance and close point-of-sale transactions accurately at the end of each shift.
- Collaborate with the Membership Director and Coordinator to train and support new front desk staff.
- Serve as a resource and mentor for membership staff, modeling exemplary customer service and YMCA core values.
- Support ongoing staff development and ensure adherence to front desk procedures and standards.
- Assist Coordinator with locker assignments and monitor locker availability.
- Ensure proper handling and security of confidential members and guest information.
- Assist with special projects and administrative tasks as assigned by the Membership Director.
- Will work with Wellness Experience Specialist on member retention.
- Collect and record all member comment cards.
- Maintain and regularly update the Membership Department training guide to ensure procedures, resources, and best practices remain current and accurate.

- Conduct member retention outreach calls to new members and members with low participation, fostering engagement, addressing concerns, and supporting member satisfaction and retention.
- Other duties as assigned.
- Dress in appropriate work attire as outlined in the Employee Dress Code, always wearing a nametag, and perform all duties in a safe and conscientious manner.
- Adheres to all safe practices by following consumer-boundary policies, adhering to procedures for supervising high-risk activities, promptly reporting suspicious or inappropriate behavior or policy violations while maintaining strict confidentiality
- Complete all required annual and bi-annual training requirements for child abuse prevention, anti-harassment, and updated policies.
- Keep all required certifications current.

CORE COMPETENCIES (ALL STAFF):

- Always models and adheres to the mission of the YMCA and implements the Y Core Values of caring, honesty, respect, and responsibility.
- Engage with all staff and members with a friendly, helpful, professional attitude to develop meaningful relationships, ensuring the Y's community focused mission and welcoming of all.
- Actively listens, responds, and engages to all questions and concerns with care, providing prompt resolution or escalation to build trust and commitment to the Y's cause.
- Embraces new ideas to enhance both staff and member experience and works cohesively with staff across all departments to support a positive, diverse, and inclusive YMCA environment.

Qualifications:

- High school diploma or equivalent required; associate degree preferred.
- Previous customer service or front desk experience required, YMCA or nonprofit experience a plus.
- Strong communication, interpersonal, and problem-solving skills.
- Ability to multitask and manage a fast-paced environment with attention to detail.
- Proficient with Microsoft Office and ability to learn YMCA-specific software (e.g., Daxko).
- Must be dependable, punctual, and exhibit a positive, team-oriented attitude.

Work Environment & Physical Demands:

- Must be able to remain in a stationary position for extended periods.
- Frequent interaction with members, guests, and staff requiring verbal and written communication.
- May require lifting up to 25 lbs and performing light cleaning duties.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.

Employee Name:_____

Employee Signature:_____ **Date:** _____

Directors Signature: _____ **Date:** _____