



YMCA

We build strong kids,
strong families, strong communities.

Member Service Host – Volunteer Job Description

Purpose:

To assist in providing excellent service to YMCA members. Volunteers can help people grow in many ways that are consistent with the YMCA's mission of building body, mind and spirit.

Competencies:

To appreciate and support the YMCA values, mission and vision.
To demonstrate energy, dedication and enthusiasm.
To appreciate and desire to generously serve all.
To thrive in an atmosphere of change and ambiguity.
To work as a member of a team.
To achieve planned results through personal initiative.
To model commitment to service excellence and quality.

Responsibilities:

To greet and welcome members.
To provide Program and Membership Information.
To respond to members' concerns in a positive and supportive manner.
To assist in maintaining a clean facility.
To be in YMCA Membership service dress code.

Qualifications:

Excellent people skills and service orientation
Criminal Reference Check
18 years of age or older

Training and support:

Volunteer orientation
Recognition events
Opportunity to attend team meetings

Time Commitment:

2-3 hours per week

Volunteer

Coach

Date _____