

**Job Title:** Connector (Member Service Representative) – Evening Lead
**Reports To:** Senior Director of Operations
**FLSA Status:** Non-Exempt
**Revision Date:** July 30, 2025

**General Overview**

The **Connector** is a vital frontline representative of the YMCA, responsible for creating a welcoming environment and delivering excellent service to members, guests, and staff. This role emphasizes actively engaging individuals and connecting them to YMCA programs and services. In addition to direct service responsibilities, the Connector – Evening Lead also supports administrative and supervisory functions, including serving as the Manager on Duty during scheduled shifts.

**Key Responsibilities**

* Greet and engage all individuals entering the YMCA during your shift.
* Deliver exceptional service and support at the Member Service Desk.
* Serve as the **Manager on Duty**, acting as the main point of contact for all customer service inquiries, incidents, and staff support during your scheduled shift.
* Provide direct supervision of evening and weekend operations, ensuring smooth and safe facility function.
* Monitor and assist at the Member Service Desk as needed to include working shifts as needed.
* Maintain a professional appearance in accordance with the YMCA dress code (YMCA staff shirt and badge required).
* Adhere to assigned schedules and arrive punctually for all shifts.
* Secure coverage for any absences and notify supervisors appropriately.
* Attend all mandatory staff meetings and training sessions.
* Efficiently manage multiple tasks in a fast-paced environment.
* Accurately process all point-of-sale transactions and reconcile cash drawers at shift end.
* Answer phone calls promptly (within three rings), using approved greetings and etiquette.
* Regularly check kiosk inbox and email for updates and communications.
* Promptly complete and submit Incident and Accident Reports to your supervisor.
* Maintain a clean, organized, and fully stocked lobby area with updated flyers and materials.
* Uphold all YMCA membership and facility policies at all times.
* Demonstrate proficiency in emergency protocols (e.g., fire alarms, tornado drills).
* Escort members or guests to locations within the facility when possible.
* Providing Cause-Driven Tour for prospective members and guests.
* Set up and display daily marketing signage (e.g., Joiner Fee and Class Registration
* Flags).
* Ensure all flyers, registration forms, etc. are fully stocked
* Understand that more than two call-offs without coverage may result in termination.
* Perform additional duties as assigned by the Association Membership Director.

**Leadership & Administrative Duties**

* Act as the **Manager on Duty** during assigned shifts, responsible for overseeing facility operations, staff coordination, and incident management.
* Assist with staff scheduling and shift coordination in collaboration with supervisors.
* Perform administrative tasks such as contacting members regarding past-due balances or account issues.
* Serve as the point person for all operational and customer service concerns during your shift.
* Provide support and direction to team members during evening and weekend hours.
* Ensure timely reporting and resolution of facility or member-related issues.

**Required Education and Experience**

* High school diploma or equivalent.
* Minimum age: 18 years.
* Successful completion of FBI and BCI background checks.
* Strong computer skills, including proficiency in Microsoft Excel, Word, web-based systems, and typing.

**Required Training and Certifications**

* Current certifications in First Aid, CPR, and AED.
* Ability to navigate the YMCA Exchange Portal for training, certification, and national YMCA resources.
* Completion of required YMCA e-learning modules as assigned
* Completion of Child Sexual Abuse Awareness training as assigned

**Working Conditions**

* Ability to work at various YMCA locations (Robert K. Fox Family YMCA, RecPlex, and potentially RVC)
* Work is primarily indoors in a climate-controlled environment with appropriate lighting and ventilation.
* Occasional outdoor work may be required in varying weather conditions.
* The noise level is moderate with occasional disruptions.
* The position may involve periods of high stress.
* Potential for exposure to dust and dirt.
* Must be able to handle interactions with varying degrees of emotions.

**Physical and Mental Conditions**

* Ability to stand, walk, sit, reach, climb stairs, balance, stoop, kneel, crouch, crawl, talk, and hear.
* Dexterity sufficient for simple to coordinated movements of limbs and torso.
* Specific vision abilities include close vision, peripheral vision, depth perception, and focus adjustment.
* Ability to perform light to medium work, including occasional lifting/carrying up to 25 pounds.
* Ability to manage the mental demands of the position.
* Must take a 30-minute break after working 6 hours.

**Effect on End Result**

* Contribute to a welcoming and positive service environment that reflects the YMCA's commitment to youth development, healthy living, social responsibility, and community.
* General Sign-Off: The employee is expected to adhere to all Family YMCA of Lancaster and Fairfield County policies and to serve as a role model in upholding YMCA policies and procedures. The employee acknowledges that they have read and understood the duties, expectations, and requirements outlined in this job description.

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Employee’s Signature Date

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Supervisor’s Signature Date