**Job Title: Connector (Member Service Representative) – AM Opening Shift**

**Location:** Family YMCA of Lancaster and Fairfield County, 465 West Sixth Avenue, Lancaster, OH 43130  
**Position Type:** Part-Time (approx. 15-20 hours/week)  
**Reports to:** Senior Director of Operations

**About Us**

At the Family YMCA of Lancaster and Fairfield County, we are committed to strengthening the community through youth development, healthy living, and social responsibility. We believe in creating a work environment where people belong, thrive, and contribute meaningfully to our mission. Join our team and help make a lasting impact in the lives of others!

**Position Summary**

Under the guidance of the Senior Director of Operations, provide excellent customer service to the members and guests of the Robert K. Fox Family YMCA. This should be completed in a warm, friendly, and efficient manner. To assist members and guests by providing general information and support while visiting the YMCA.

**Key Responsibilities**

* Strong Customer Service Skills
* Outgoing Personality is a plus
* Team Player
* Must multitask well

**Qualifications**

* High School Diploma or equivalent
* Must be at least 18 years of age
* Pass FBI and BCI background check
* Proficient computer skills, including but not limited to Excel, Word, web-based operating systems, and typing ability
* Leadership Skills essential
* CPR/First Aid Certifications must be obtained within 60 days of the date of hire (YMCA provides the training)
* Child Sex Abuse Prevention training must be completed within the first 90 days of employment and every 3 years after that
* Completion of training and e-learning as assigned

**Working Conditions & Benefits**

* YMCA membership benefits included
* Opportunity to contribute to a purpose-driven nonprofit organization
* Positive, inclusive team environment with growth opportunitie
* Fast-Paced Environment
* Friendly-Family Atmosphere