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## **Cadillac Area YMCA Job Posting**

Job Title: **Customer Service Specialist**

FLSA Status: Part Time, Non-Exempt

Reports to: Membership Director/Business Manager    Revision Date: 8-22-2025

Compensation: \$14.00-\$16.00/Hr.

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### **Position Summary:**

This position is responsible for operating and maintaining the Welcome Center services and systems. Greet & welcome all members and guests of the YMCA and develop relationships that ensure member retention and satisfaction. Process program registrations, retail sales, memberships, and other events. Ensure a positive member experience with excellent customer service. Assist in membership & marketing duties as assigned by the Director. Respond to member questions and concerns and assist with special events. Evening & weekend availability required.

### **Essential Functions:**

1. Responsible for providing daily services to all members, prospective members and program participants. This includes greeting members by name, welcoming guests, registering for programs and membership, and giving tours.
2. Maintains effective relationships with members, participants and staff members.
3. Answer phones promptly in a courteous, respectful and friendly manner. Return phone calls, call new members, prospective members, and terminated members in a friendly manner.
4. Be knowledgeable about and provide accurate information on facility services, programs, schedules, costs, memberships and policies. Answer questions and address issues in a positive, caring manner.
5. Ensure neatness of Welcome Center and front lobby. Maintain building cleanliness, appearance and safety through periodic rounds using established procedures.
6. Opening, closing, and supervising of the YMCA building and guests according to established procedures. Opening, balancing, and cashing out your own cash drawer at the end of the shift.
7. Assist with creating and implementing member special events, member appreciation activities, retention promotions, special events, facility rentals and other initiatives assigned by the Membership Director.
8. Processes the daily deposits and verifies the accuracy of each close-out and day pass/gift certificate redemption.
9. Oversees the collections report and is responsible for calling the member/guest/business to collect on overdue accounts. Creates payment plans as needed.
10. Enter Accounts Payable and invoices.
11. Camp Administrative tasks: Pulls camp rosters and prepares folders for all participants for the week of camp. Works closely with the Director of Youth Development to ensure camp runs smoothly and the camp staff have needed documents/information. Works with DHS, CAPS, etc. to fill camp scholarship spots.

### **Qualifications:**

- Basic computer experience and skills including knowledge of Microsoft Office products.
- Ability to learn and operate membership software and relate well to the public and staff.
- Excellent customer service, interpersonal and communication skills.
- Attention to detail, the ability to multi-task and work in a fast-paced environment.
- CPR/First Aid training within 30 days of employment or first available training date.
- Ability to read, interpret and effectively communicate documents, information and instructions.
- Perform basic writing and mathematical skills.
- Must have a high school diploma or GED. Minimum age of 18.
- Certifications in trainings on Harassment, Bloodborn Pathogens, Active Shooter, and Child Abuse.
- Experience in accounts payable/collections is preferred.

### **Benefits:**

- Retirement Plan
- Free YMCA Membership