FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Alaska

Job Title: Membership Services Representative: Shift Lead
Status: Part-Time | FLSA: Non-Exempt Hourly
Department: Membership
Reports to: Membership Director/ Associate Membership Director
Schedule/Hours: Flexible hours
Pay Range: $18–$20+/hour

Position Overview

Join the YMCA of Alaska and help create a welcoming, safe, and member-centered experience for every person who walks through our doors.

As a Membership Services Representative (MSR) Shift Lead, you will support daily front desk operations, provide guidance to membership staff during assigned shifts, and help deliver outstanding service to members, guests, and program participants. This role is ideal for someone who enjoys customer service, leadership, and mission-driven work in a dynamic community environment.

Why Work At The Y

The YMCA of Alaska is a mission-driven nonprofit dedicated to strengthening community through youth development, healthy living, and social responsibility. Working at the Y means being part of a team that creates opportunities for children, teens, adults, and families to connect, grow, and thrive.

In this role, you will help build a positive first impression for members and guests, support smooth operations at the front desk, and contribute to a culture where everyone feels welcome and supported.

Our Culture

At the YMCA, our values guide how we serve one another and our community. We are welcoming, genuine, hopeful, nurturing, and determined in all that we do.

What You'll Do

Leadership & Front Desk Support

- Serve as the acting front desk lead during assigned shifts and help keep daily operations running smoothly.
- Support, guide, and model expectations for membership staff while reinforcing YMCA policies and procedures.
- Assist with shift communication, coverage, and problem-solving related to member service and front desk workflow.

Member Service & Sales

- Provide excellent service to members, guests, and program participants in person and by phone.
- Conduct membership conversations and facility tours that help prospective members find the right fit.
- Promote memberships, programs, volunteer opportunities, and financial assistance options.
- Build positive relationships that strengthen member engagement and retention.

Operations, Transactions & Facility Standards

- Process memberships, program registrations, guest passes, and member account updates accurately.
- Handle front desk cash procedures, reconcile transactions, and maintain accurate records.
- Help maintain a clean, safe, and welcoming front desk, lobby, and member service areas.
- Respond appropriately to incidents, safety concerns, and emergency procedures as needed.

What We're Looking For

- Previous customer service experience.
- Leadership, supervisory, or YMCA experience preferred.
- Strong communication, problem-solving, and conflict-resolution skills.
- Comfort working in a fast-paced environment and balancing multiple priorities.
- Computer and data entry skills required; Daxko experience preferred.
- CPR/AED and First Aid certifications required within 30 days of hire.
- Ability to work effectively with people from diverse backgrounds and experiences.

Work Environment & Physical Requirements

- Ability to use a computer and communicate effectively by phone and digital tools.
- Ability to move throughout the facility, including walking, standing, bending, and kneeling.

- Ability to occasionally lift and/or move up to 20 pounds.
- Ability to respond appropriately in emergency situations and provide tours throughout the facility.