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| **Job Description**  **Member Services Level 1** | | | | | | | | |
| Reports to: Member Services Director | | | | Agency: HealthWorks | | | | Location Code: 6 |
| The Mission of SHARE is to identify, develop and foster programs and services that further the health and well-being of the people of our community and surrounding areas. | | | | | | | | |
| **Position Summary** | | | | | | | | |
| Is the first point of member contact at the front desk. Act as public relations representative, promoting consistent delivery of excellent customer service. Responsible for the member check in process, point of sale functions including Juice Bar as needed, membership sales and prospect tours. Performs receptionist functions for the center and disseminates information and customer complaints and or concerns. | | | | | | | | |
| **Position Classifications** | | | | | | | | |
| Primary Classification:  Non-Exempt - Part-Time | Pay Frequency:  Bi-Weekly - Hourly | | | | | | Safety Sensitive:  Yes | |
| Benefits Eligible:  No | Driver Status: Non-Routine  *See other requirements below.* | | | | | | Random Testing:  Yes | |
| EEOC Classification:  Administrative Support | SOC Code:  43-4171 | | | | | | Job Title ID:  94 | |
| **Qualifications** | | | | | | | | |
| One year of successful customer service is required with 3 or more years preferred. Must be able to work independently and use judgment and discretion. Must be able to handle basic office functions and point of sale functions. Must possess excellent public relations skills and communication skills both verbal and written. | | | | | | | | |
| **Certifications** | | | | | | | | |
| Current certification in CPR and First Aid required must be obtained within 90 days of hire. The cost for CPR certification will be reimbursed by HFC. | | | | | | | | |
| **Physical and Mental Requirements** | | | | | | | | |
| **Light to Medium work**  The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as typewriters and record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity. Must possess physical requirements for any national certification required and maintain these requirements at all times.  **The minimum requirements of this position require this individual to:**   * Hear alarms/telephone/normal speaking voice * Have the manual dexterity to operate a computer keyboard * Have clarity of vision with/without corrective lenses * Work in a constant state of alertness and in a safe manner   This position is considered Safety Sensitive under applicable Arkansas laws pertaining to the use of marijuana for medicinal purposes. This position includes as part of the job duties performing life-threatening procedures and regularly working with controlled substances, foods, medicine and highly sensitive and confidential medical information. This position is one in which a lapse of attention could result in injury, illness, or death. For the safety of the employee and others, the employee must be able to work in a constant state of alertness and concentrate for long periods of time while performing life-threatening procedures and working with controlled substances, foods, medicine and confidential medical information. | | | | | | | | |
| **Other Requirements for Continued Employment** | | | | | | | | |
| * Must complete annual training * Must be available to work during any hours of operation 0-29 hours a week * Have and maintain a clean criminal background check * Sex offender registry clearance * Must be able to treat ALL people with respect and courtesy without bias or discrimination   ALL SHARE employees are required to keep informed of and comply with the non-discrimination policy as stated: SHARE does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law in admission or access to or treatment or employment in its programs or activities. The President/CEO of the SHARE FOUNDATION, has been designated to coordinate efforts to comply with the Americans with Disabilities Act of 1991 which prohibits discrimination on the basis of handicap or disability. | | | | | | | | |
| **SHARE IMPACT Values** | | | | | | | | |
| The values of SHARE are:  **Integrity - Motivated - Professionalism - Adaptability - Compassion - Teamwork**  Your behavior and the values you demonstrate in the workplace have a direct IMPACT on mission fulfillment, the work environment and the people you serve. You will be evaluated on the demonstration of these values in the performance of your work and in your daily interaction with others. You must be successful in both the demonstration of these values and the successful performance of the essential job functions required on this job description. | | | | | | | | |
| **Evaluation Instructions**  **Evaluation Key**: Met **(M)** Needs Improvement **(NI)** Not Met **(NM).**Complete electronically or in ink. Do not erase or use white out and initial any corrections. Give a key for all requirements. Include documentation for NI or NM keys in the comments field. Document any goals that are set during the evaluation. Give employees the opportunity to make comments or to respond in writing. Complete the recommendations section. Signatures are required from the supervisor and the employee. | | | | | | | | |
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| **Essential Job Functions**  To perform this job successfully, an individual must be able to perform each of the following Essential Duties satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the Essential Duties of the position, provided it does not create an undue hardship on SHARE. | | | | | | | | |
| **Requirement** | | | **Key** | | **Evaluation Comments** | | | |
| Greet members and staff with exemplary service, a smile and empathy. Realize and support HFC philosophy that members are individuals and their needs come first. | | |  | |  | | | |
| Promote the philosophy that all individuals entering the center should be treated with respect, kindness, and professionalism. | | |  | |  | | | |
| Check in all members verifying member status with computer system and video ID. | | |  | |  | | | |
| Register all guests using guest log and waiver forms. Collects all passes and fees. | | |  | |  | | | |
| Carry out all point of sale transactions according to established procedures. Is responsible for cash drawer reconciliation at end of shift. | | |  | |  | | | |
| Develop proficiency in the operation of the front desk computer hardware and software, telephone system, and all office equipment. | | |  | |  | | | |
| Keep up to date on all center rules, programs, costs, hours of operationspecial events, staffing personnel, and gives out accurate information to all inquiries. Also communicates information through training, meetings and other forms of media. | | |  | |  | | | |
| Handle incoming telephone calls, take accurate messages and distribute appropriately. | | |  | |  | | | |
| Conduct tours of the facility as requested and consummate sales as needed. | | |  | |  | | | |
| Connect members to the services offered at HFC by acting as internal PR Representative. This is accomplished by recommending members utilize more than one program or acting as liaison to the Fitness Director and Group Fitness Coordinator | | |  | |  | | | |
| Monitor communication log daily, contribute notes and messages as needed. | | |  | |  | | | |
| Complete or verify all opening and closing procedures. Keep keys to the building. | | |  | |  | | | |
| Assist on weekends with aquatics birthday party operations as needed. | | |  | |  | | | |
| In the absence of a cleaning crew, pick up trash from parking lot at the beginning of shift. | | |  | |  | | | |
| Assist in Juice Bar when needed as temporary coverage or as extra help when traffic is high | | |  | |  | | | |
| Assist in KidWorks when needed as temporary coverage or as extra help when traffic is high | | |  | |  | | | |
| Work in a constant state of alertness and in a safe manner. | | |  | |  | | | |
| Perform other duties as assigned or requested. | | |  | |  | | | |
| Demonstrate an understanding of how SHARE’s IMPACT values help achieve our mission to identify, develop and foster programs and services that further the health and well-being of the people of our community and surrounding areas. Demonstrate those values on a daily basis and be willing to overcome behaviors that negatively impact relationships with co-worker’s and the people we serve. | | |  | |  | | | |
| Adhere to all SHARE Foundation and HealthWorks Policies and Procedures. | | |  | |  | | | |
| **Evaluation Summary** | | | | | | | | |
| **Met last year’s goals:** | | | | | | | | |
| **Evaluation Goals for Up Coming Year:** | | | | | | | | |
| 1. | | | | | | | | |
| 2. | | | | | | | | |
| 3. | | | | | | | | |
| 4. | | | | | | | | |
| **Recommendations:** | | | | | | | | |
| **Employee Comments:** | | | | | | | | |
| By signing this job description, I understand that it is a summary of the typical functions of the job, not an exhaustive or comprehensive list of all the possible job responsibilities, tasks, and duties I may be asked to perform. I will be required to perform other responsibilities, tasks and duties that may differ from those outlined in this job description when they are assigned. This job description should not be construed to imply that these requirements and functions are the exclusive standards of this position. The classification(s), essential functions or primary responsibilities of this position are subject to change at any time without notice. I understand that I will be expected to fulfill the essential functions, responsibilities, tasks, behavioral expectations and other duties when assigned to my employer’s satisfaction and at its discretion. This job description is not an employment contract and employment is for no fixed term and may be discontinued with or without cause or notice, by me or my employer, at any time.  **Employee Signature: Date:** | | | | | | | | |
| **Supervisor Signature:** | | | | | | **Date:** | | |
| **ED Review:** | | **Date:** | | | | **HR Review:** | | |