



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

YMCA of Northern Utah

Job Title: **Customer Engagement Assistant**

Application Open Date: 8/7/2018

FLSA Status: Non-Exempt, Part-time

Job Grade: 2

Schedule: Typically M-F, 4-6 hour shifts between 7am-7pm

Wage: \$10.25+/hour depending on experience

Reports to: Administrative Director

Primary Function: Customer Service

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The Customer Engagement Assistant will work directly with customers at the Larry H. and Gail Miller Family Foundation YMCA Community Family Center. The Customer Engagement Assistant will respond to calls and emails and assist families with program registration and accounts.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:

1. Communicate directly with customers through phone, email, and face-to-face conversations.
2. Provide accurate information on program offerings and schedules.
3. Manage customer accounts, including receiving payments.
4. Follow YMCA policies on child sign-out procedure, including checking identification.
5. Assist in completing reports.
6. Duties related to opening and/or closing the YMCA facility.

***This is not an exhaustive list of job duties. Other duties, responsibilities and activities may change or be assigned at any time based on program needs.*

LEADERSHIP COMPETENCIES:

- Engaging Community
- Communication & Influence
- Fiscal Management

QUALIFICATIONS:

- 18 years of age or older
- High school graduate or equivalent
- One or more years of customer service experience preferred
- Spanish speaking preferred
- Department of Child Care Licensing fingerprinting and background check. Must be obtained before first day of work.
- Proven track record of developing authentic and deepened relationships with others
- Highly proficient in Google Platform

Revision Date: 1/26/18



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WORK ENVIRONMENT & PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sufficient strength, agility and mobility to perform essential functions and to supervise program activities in a wide variety of indoor and outdoor locations.
- Must be able to lift and/or assist children up to 50 pounds in weight.

EQUAL EMPLOYMENT OPPORTUNITY

The YMCA of Northern Utah provides equal employment opportunities (EEO) to all employees and applicants. Applications for employment will be considered without regard to race, color, religion, sex, national origin, age or disability.

TO APPLY

Please send a current resume and cover letter to:

Anthony Lambert
alambert@ymcautah.org
575 Lockwood Drive, Ogden UT 84404
801.839.3386

Applications will be reviewed as they are received.