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## Volunteer Opportunity Description

### Member Services

If you know what great customer service looks and feels like, this volunteer opportunity is for you! As a Member Services volunteer, you will help our service and sales teams provide excellent service to all our Y members, guests and program participants.

### Responsibilities

- Welcome people to the Y, greeting and scanning in members and guests
- Help us to promote our programs for Youth Development, Healthy Living and Social Responsibility
- Assist our Y members, guests, and participants by answering general questions.
- Monitor locker rooms and building, ensuring a safe, secure environment
- Help us keep clean towels available for our member
- Follow all procedures and policies of the department, branch and Association

### Additional Notes:

This volunteer opportunity represents the primary needs identified at this time but is not intended to be all-inclusive. The volunteer will also be responsible for taking direction from the Program Director or other designated Marshalltown Y team member.

### Physical Demands

- Ability work on a computer scanning in members

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## Requirements

- Minimum age of 16
- You will model your excellent customer service skills
- Patience helps in communicating with individuals of all ages and backgrounds
- Dedicated to member safety and the mission and philosophy of the YMCA
- Volunteer application
- Face-to-face interview
- Pass Criminal Background Check
- Signed Code of Conduct
- Completion of assigned training