



Job Description

Title: Member Care Staff

Prepared for: Member Care Candidates

Date: March, 2016

Peninsula Covenant Church

Classification: M5, Ministry Staff, Non-Exempt

Approved by: Susan Linkwitz

Principal Objective

Under the direct supervision of the Member Care Supervisor, the Member Care Staff job is to provide exceptional service to the members of the Peninsula Community Center, a ministry of Peninsula Covenant Church. This role is primarily focused on creating a safe, enriching, and memorable experience for every Center member, guest, and staff so they want to return the same week with a friend.

Requirements

Walk Deep (Character + Calling)

- **Passion for God:** a desire to live out God's Word, a growing relationship with Him, a daily dependence on the Holy Spirit, and a trust in God for change in self and others.
- **Sports ministry:** passionate about personal fitness and using sports to build communities that love God and love others; aligns with the mission, vision, and values of Peninsula Covenant Church.

Play Well (Competence + Chemistry)

- **Organizational skills:** ability to be on time, energetic, well rested, focused, remember details, dress in proper attire; take initiative, follow through with people, and make sure things get done.
- **People skills:** positive, playful, friendly, ask questions, take a genuine interest, remember names and other details, and interact respectfully with people of all ages and levels of employment; joyful enthusiasm for helping people learn to love and respect the water; focused on giving the student an amazing experience. Creative and quick to solve problems.
- **Leadership:** ability to lead by example, help teammates learn, and be a convincing authority on the topics of water safety, swim technique, proper instruction techniques, and instilling the joy of swimming.
- **Communication skills:** excellent oral communication skills; strong written skills; exceptional listening skills. Communicates appropriately, professionally, and in a timely fashion with parents and all staff.

Park Off Campus (Community + Commitment)

- **Adaptability:** willingness and ability to take on new and existing tasks and projects. Perseveres in difficult situations and/or circumstances or when faced with conflicting priorities
- **Team skills:** Look for the best in teammates of all levels of employment, manage conflict respectfully and directly, build and nurture long-term relationships in a dynamic environment; maintain high level of productivity, professionalism, and confidentiality at all times.

- **Unselfish:** Prioritizes Center team's and members' needs over personal convenience
 - **Personal Ownership:** Accepts individual responsibility for all actions taken. Goes beyond what is expected for the role in order to help PCC reach its goals. Seeks to have broad impact on PCC's overall success.
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Principal Roles and Responsibilities

- Work well independently and on a team; take initiative; be enthusiastic; be teachable; actively participate during trainings; accept personal responsibility; look for the best in teammates; manage conflicts respectfully and directly; build and nurture long-term relationships; be collaborative; be willing to sub for others; provide constructive feedback; support all Center programs/ministries
- Be punctual for shifts; be prepared for work; wear PCC uniform; be timely, accurate, and clear when communicating; have a servant's attitude; attend and participate in meetings
- Be welcoming and courteous; ensure all members check-in; provide towel service; accurately use computer systems and programs; walk-through entire Center often to ensure it is always member-ready; process member and guest charges; process class sign ups; provide prospective member tours; assist with membership change requests; screen and manage phone calls swiftly and with courtesy; accurately calculate dues/charges; accurately follow Center processes and procedures; complete all member care checklists applicable; be thorough, accurate, and clear when communicating with staff, members and guests; be responsive, address member/guests inquiries, requests, and complaints effectively and with follow-through; be the primary and last point of contact for all who come to the Center; maintain security of the Center; safely work with pool and cleaning products once trained
- Available to work at least 10 hours or more each week; willing to support the rest of the Member Care team by taking on shift trades as needed; able to make decisions that help people at the Center have a safe, encouraging, and memorable experience; able to test pool chemicals and work with Chlorine once trained
- Able to stand for 4 hours or more, move constantly, and carry up to 20 lbs.