



JOB DESCRIPTION

Title: Membership & Guest Services Associate

Reports to: Membership, Health & Wellness Manager

Position Summary

As part of the Membership & Guest Services team, the Associate is primarily responsible for assisting with the overall well-being and satisfaction of Little House participants and guests. Under the supervision of the Membership, Health & Wellness Manager, the Associate will assist with the daily operations of the front desk area and is the point person for members and guests from initial contact through program enrollment interaction.

PVI Culture

PVI has a strong values-driven culture that supports its mission. The Membership & Guest Services Associate is expected to model and set an example for other PVI employees to live our Core Values: Respect, Commitment, Trust, Dedication and Compassion as articulated in the PVI Culture Matrix (attached).

Major Areas of Responsibilities

- Provide participants and potential members with the latest information regarding programs and services offered at PVI.
- Maintain current membership and guest records utilizing membership management software system.
- Ensure that all who enter the building have been checked in and that members' accounts are in good standing.
- Indirectly oversee volunteer receptionists to ensure quality communications via phone, internet, and face-to-face interaction follows our PVI culture.
- Participate in special events as may be required.
- Conduct facility tours to potential members.
- Be actively involved with increasing the membership and participation at Little House.

Position Requirements



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Skills Needed

- Personable, friendly, patient demeanor; ability to make people feel welcome/ comfortable.
- Effective interpersonal and listening skills with a customer service focus.
- Ability to communicate effectively to older adults.
- Problem-solving skills with attention to customer satisfaction.
- Effective time management skills and ability to complete tasks with minimal supervision.
- Ability to perform calmly under pressure.
- Diligence in providing accurate information and following through in a timely manner.
- Flexible, punctual and reliable.
- Proficient with Outlook, Microsoft word and social media platforms such as Next Door, Instagram and Facebook.
- Capable of training volunteers in an easily understood manner.
- Working knowledge of Mindbody preferred but not required.

Experience and Education

- Experience working in an office environment or in customer service, preferably in a nonprofit or human services organization.
- Prior experience working with seniors is a plus.
- Second language preferred but not required.

Physical Requirements

- Use of keyboard and computer.
- Ability to sit for extended periods of time.
- Ability to twist, bend, reach, carry, lift up to 25 pounds.
- Ability to walk short distances as well as up and down stairs.

Performance Expectations (Measurable Outcomes)



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- As part of a team, assist in meeting budget goals of 80 participants choosing PVI's premium monthly membership option when Little House reopens after the pandemic restrictions are lifted. During the timeframe in which the facility remains closed due to COVID, meet or exceed the goal of 40 participants choosing premium membership by assisting with PVI's online presence via social media posts, online calendar postings and phone call campaigns.
- Audit classes in Mindbody daily.
- Assist in the implementation of a plan for member retention - 80% of current membership with a growth rate of 20% thru phone calls and social media posts.
- Attend monthly Guest Services and all PVI staff meetings.
- PVI emails are responded to within 24 hours.

Date of Employment: _____

Full Name (printed): _____

I have read and fully understand the roles, responsibilities, and expectations for this position.

Signature: _____

Supervisor Signature: _____