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**GREATER WYOMING VALLEY AREA YMCA**  
**Wilkes-Barre Family YMCA**  
**40 W Northampton St.**  
**Wilkes-Barre, PA 18701**  
**570.823.2191 | [www.WVymca.org](http://www.WVymca.org)**

**The Cause Driven Leader Job Summary**

The Cause Driven Leader on Duty is key to creating a great experience for our members. In this role, you'll help with financial transactions, membership tasks, and make sure every customer has a positive visit. We're looking for someone who communicates well, pays close attention to details, and can manage cash confidently. As a representative of the YMCA, you'll set the standard for excellent customer service.

**Duties**

- Deliver great customer service by answering questions and helping members
- Handle the cash register and process payments accurately
  - POS transactions, cash drops, and financial assistance
- Always offer financial assistance when someone asks about programs or memberships
- Help people sign up for memberships and take care of any related paperwork
- Keep track of account balances and make sure everything adds up correctly
- Greet everyone as they come in and wish them a good day as they leave
- Give detailed tours to new or potential members, and help schedule Wellness Orientations
- Get members involved in other YMCA programs and volunteer opportunities
- Make sure the space is safe and welcoming; step in or help redirect staff or members if needed
- Support staff during emergencies by following the YMCA's Crisis Management Plan
- Represent the YMCA in a professional way when interacting with members, participants, and guests
- Share information about YMCA programs, events, and goals with members and visitors
- Stick to your schedule, show up on time, or find someone to cover your shift if needed
- Jump in to help with other tasks as needed.

**Requirements**

- Experience in customer service or hospitality required
- Confident handling cash and basic math
- Detail-oriented and able to multitask efficiently
- Strong written and verbal communication skills
- Works well both independently and as part of a team
- Flexible with schedule based on events and staffing needs
- Upholds YMCA values: Caring, Honesty, Respect, Responsibility
- Able to work with minimal supervision and provide leadership when needed
- Mature and capable of handling issues that may arise in the facility



## PHYSICAL REQUIREMENTS

- Must meet job requirements and perform duties with or without reasonable accommodation
- Able to communicate clearly with children, parents, members, and staff
- Willing to attend all required trainings and meetings, even outside regular hours
- Maintain a clean and professional appearance
- Capable of responding quickly in emergencies using visual, auditory, and physical awareness
- Able to walk, stand, and sit for extended periods
- Occasionally lift and carry up to 25 lbs alone, or up to 50 lbs with help
- May occasionally need to bend, kneel, lean, or walk

## STATE/GOVERNMENT CLEARANCES

- Required (within 60 days of hire) – Pennsylvania State Child Abuse Clearance
- Required (within 60 days of hire) – Pennsylvania State Police Criminal Background Check
- Required (within 60 days of hire) – FBI Fingerprint Clearance
- Job Types: Full-time, Part-time
- Pay: \$11.50 – \$13.00 per hour
- Expected hours: 20 – 40 per week

## BENEFITS

- Dental insurance
- Employee discount
- Flexible schedule
- Health insurance Paid time off
- Vision insurance

EXPERIENCE: Customer service: 2 years (Required)

SHIFT AVAILABILITY: Night Shift (Required)

WORK LOCATION: In person (Required)