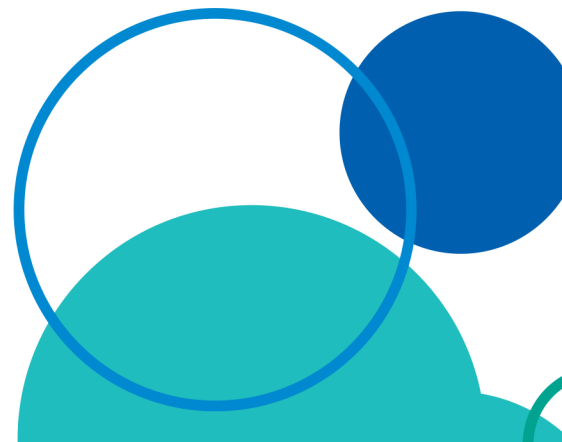




# MEMBER SERVICES HANDBOOK

Updated February 2024



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- For access to all Standard Operating Procedures (SOPs) please check the Drive and/or Member Services SOP binder.
- For complete list of policies, please check Member Handbook or Policies pages on the website.

# MISSION & VALUES



## **FOR YOUTH DEVELOPMENT**

### **NURTURING THE POTENTIAL OF EVERY CHILD AND TEEN**

The Y is the starting point for many youth to learn about being active and developing healthy habits they will carry with them throughout their lives and the benefits are far greater than just physical health.

## **FOR HEALTHY LIVING**

### **IMPROVING THE NATION'S HEALTH AND WELL-BEING**

Being healthy means more than simply being physically active. It's about maintaining a balanced spirit, mind and body. At the Y, it's not about the activity you choose as much as it is about the benefits of living healthier on the inside as well as the outside.

## **FOR SOCIAL RESPONSIBILITY**

### **GIVING BACK AND PROVIDING SUPPORT TO OUR NEIGHBORS**

The generosity of others is at the heart of the Y's existence as a nonprofit. It is only because of the support of volunteers and donors that we are able to support and give back to our community.

## **Our Mission**

**Mission:** To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

**Vision:** To connect & engage people by enhancing lives & building community

**Core Values:** Caring, Honesty, Respect, & Responsibility

## **Cause Driven Language**

Cause-driven language consists of terms and phrases we use that reflect the Y's cause. It helps us be intentional when speaking to others about the Y and brings the attributes of our brand– welcoming, nurturing, genuine, determined, hopeful– to life. Using terms to explain areas that are inclusive–for all and for all abilities.

## **Listen-First**

Mindful listening – slowing down, paying attention to what is happening now, and keeping an open mind as to what another person is saying. Taking the time to fully understand is crucial in communication and relationships. Listening is one of our greatest personal natural resources, however, it is by far one of our most undeveloped abilities. It is important to seek clarity and understanding when listening to others when it is appropriate. Ask open ended questions, and refrain from appearing to cast judgement. Using phrases such as “I understand that you are unhappy about \_\_, can you tell me more?” When listening to complaints or feedback it is important to gather as much specific detail as possible. If someone isn't happy with the class offerings, what is it they don't like? What would they like to see offered? Thank the person for their feedback and be sure to relay the information to the appropriate Leadership staff.

## ● Member Services Representative (MSR)

### Essential Functions:

1. Builds relationships with members; helps members connect with one another and the YMCA. 2. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues. 3. Promotes program and membership enrollment in interactions with existing and potential members. 4. Monitors and utilizes software to verify membership and enroll participants in programs. 5. Ability to accurately count money and make change as necessary. 6. Completes administrative and light housekeeping duties as assigned. 7. Attends staff meetings and trainings as scheduled. 8. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention. 9. Applies all YMCA policies dealing with member services. 10. May hand out keys and towels. 11. Perform other related duties as assigned by your supervisor.

### Customer Service:

Every person who enters the Winona Family YMCA should be treated as a valued guest. As a team member to the YMCA you are responsible to ensure that each individual feels welcomed and important.

- Members are vital to our business.
- Members are not dependent on us; we are dependent on them.
- Members do not interrupt our work; they are the purpose of our work.
- Members do us a favor when they call; we are not doing them a favor by serving them.
- Members are not cold statistics; they are people. They have feelings and emotions like us.
- Members are not people to argue or match wits with.
- Members are deserving of the most courteous and attentive treatment we can give them.
- Members are the reason we have a job.
- Support the staff T.E.A.M. (Together Everyone Accomplishes More).

## ● Member Services Policies and Procedures Manual

- The Member Services Policy & Procedures Manual is located in the cabinet on the left-hand side of the primary workstation. It is a large black binder.
- The binder is filled with SOPs (instructions) on how to do nearly all Member Services tasks and procedures.
- In the event you notice an SOP is missing or needs to be updated, please alert your supervisor.
- Information in the Member Services Policies and Procedures Manual is available on the Drive.

## ● Member Services Memo & Update Book

The Memo/Update book is a small binder located on the paperwork rack at the front desk. This book will have frequent FYIs and updates alerting staff of reminders and changes that MS staff need to be aware of. This book should be checked at the beginning of each shift and initialed at the bottom. Initialing the page indicates you are aware and understand all parts of the page. If you have questions, please bring them to your supervisor.

# MEMBER SERVICES POLICIES

Please visit the Employee Hub for more organizational wide policies and procedures.

<https://www.winonaymca.org/employee>

## Dress Code

Clean, neat looking clothing. Please avoid wearing stained or sloppy looking attire. Nametag is to be worn while on duty by Member Services (MS) staff. Clothing promoting alcohol, tobacco, drugs or profanity are not allowed.

## Desk Etiquette

- Each member or guest should be greeted upon entrance and exit from the facility if possible.
- MS staff should keep the Front Desk clean, tidy and welcoming.
- When explaining policy/behavior it is important to be polite but firm.
- Priority is given to the members/guests in front of us, then phone, then email.
- Food and beverage are acceptable, but please keep eating/drinking discreet.
- MS staff should include their name in all emails responses so that it is clear who sent or replied to an email. The majority of emails received should be replied to.
- MS staff should have a positive and cheerful greeting and tone when answering the phone.
- MS staff is to be discreet when handling conversations related to billing issues, outstanding balances, entry denial, financial assistance, etc.

### Things to Avoid:

- Making promises that cannot be kept or met.
- Bending or breaking policies, or ignoring policy infractions.
- Pointing the blame or giving inappropriate or inaccurate information
- Arguing
- Negativity or speaking negatively about staff, organization, members.
- Passing on to work to another shift because you don't want to do it.
- Not following through in follow-up or relaying information.

## Facility Keys

Keys are to be placed in the tall cabinet on the appropriate hooks in the Membership & Marketing (M&M) office. The most frequently used keys have a star by their hooks.

Please email Lisa upon noticing a key is missing.

- Keys are to be checked out using the key log.
  - They are to be signed in and out by MS staff only.
  - Key borrow must leave collateral in exchange for key's return.
- There is an EMERGENCY USE ONLY key with a black wrist bracelet on the board in the M&M office. This key is NOT to be given out or utilized unless for emergency purposes.
- A 3AA key (purple) will quiet the door alarms should they go off.

● 3AA Key (purple) will open:  
pool doors, office doors,  
PT Room, gym closet,  
Fitness Studio &  
will disable door alarms.

● 2AA Key (green) will open:  
Clara Barton Room/ Family  
Fun Center

## Attendance

**It is expected that Member Services staff arrive and depart at the scheduled times.**

Each MSR's punched in hours should almost mirror the posted schedule. Closing shifts are granted up to 30 min past scheduled time to close the facility. Any deviation of more than 15 minutes of an assigned shift must be approved in writing by the Membership & Marketing Director prior to change. This includes, but is not limited to:

- Trading shifts
- Another MSR staying late/coming in early for you
- Another MSR covering part or all of your shift
- Staying past your scheduled shift or coming in early for your scheduled shift.

Quarterly staff meetings are mandatory.

## Running Late/ Calling In

**Please contact your supervisor and on-duty desk staff as soon as possible if running late.**

Calling in- Please contact your supervisor at least 2 hours in advance, or as soon as possible if calling in ill; or if you have an emergency situation that requires you to miss work. If you need to miss work for any other reason other than illness or emergency, it is your responsibility to find a replacement for your shift.

## Scheduling

- **MSR schedule requests are due no later than the 13th of the month for the next month.**
- Any requests or changes requested after the 13th but before the schedule is released will be attempted to be accommodated, but are not guaranteed.
- The schedule will be released around the 18th of the month for the following month.
- Please compare your Paycom schedule to the paper schedule. We go by the paper schedule.
- Once the schedule has been released, if you cannot work a scheduled shift it is your responsibility to find coverage for the shift.
- If a scheduling error has been made by the M&M Director, please bring it to attention as soon as possible and the M&M Director will rectify the situation and find shift coverage for you.
- Any changes made to the schedule must have written approval by the M&M Director prior to change.

## Paycom

- Staff should punch in and out of shifts using Paycom.
- If a punch is missed, please use Paycom to request a corrected punch.
- Paycom should be used for switching/trading shifts with another MSR.
  - Changes made through Paycom require supervisor approval before they are final. You will get an email notice if your request was approved or denied. (See MS Updates/Memo book for detailed instructions on how to do this).
- Emergency shifts are eligible for an additional dollar per hour. Emergency shift coverage differential is at the discretion of the supervisor. Do not punch in under this code unless you have instruction to do so.



## Resources

- **Website-** Please familiarize yourself with the [winonaymca.org](http://winonaymca.org) website so you can direct members/callers to the proper information, or find information on your own:
  - Policies
  - Forms
  - FAQ
  - Monthly Newsletter Archive & NewsBlast/Newsletter sign up
  - Program information
  - Current schedules (Gym, Fitness Class, Pool)
  - Requesting a donation from the Y
  - Private Swim lesson request form
  - Contact Us comment submissions
  - Rental & party information and requests
  - Teen Weight Room Orientation/Equipment Orientation sign up- This can be done on MS iPads (Gray square with a white "P" on the bottom menu)
  - Donating to the Y
- **Google Drive**
- **MS SOP Binder**
- **MS Memo & Update book**
- **Notes & Alerts on accounts**
- **Google Calendars (MS has access to all directors)**
- **Lisa (always willing to help, but please try to use other resources first if Lisa isn't present.)**

## Brand Standards

- **Handwritten signage is not allowed to be on display for members/guests. It must be printed.**
  - **Verdana or Cachet font**
- Some signage has been preprinted. They are located in the cabinet beside the primary workstation.
- Member Services is to use the color black for text and logo.
- M&M Director can be consulted regarding brand compliance.
- Ads/flyers or signage from non-YMCA programming/events are not allowed to be hung up in the facility without CEO or M&M Director approval.
  - Flyers may be placed in the Community Binder by the front entrance after approval from M&M Director or CEO.

## Video Surveillance Cameras

- Member Services should help monitor the facility by utilizing the video cameras.
- Member Services staff are not allowed to share video footage unless they receive permission from supervisor or CEO.
- Video footage should never be viewed by general public, members, guests.
- Footage may be shared with law enforcement per their request. A supervisor should do this if possible.

## Safety

- **Emergency Response plan is located under the counter at the primary work station.**
- An emergency key to the pool area and offices is located on the board in the M&M office. This key is for emergency use only.
- If you see something, say something.
- If you ever feel unsafe please do any or all of the following:
  - Alert your supervisor immediately
  - Use Google Chat (Tours chat or Leadership chat)
  - Overhead page staff in facility-or "all staff" to the Front Desk.
  - Contact law enforcement
- Do not open locker rooms once locked after closing. Please follow Locked Locker Room SOP.
- Incident and Accident reports are at first aid stations and at the Front Desk.
- **YOU ARE ALWAYS WELCOME TO CALL LISA IF YOU HAVE SAFETY CONCERNS. Even if it's simply for someone to talk to as you walk in or out of the building.**

## Maintenance Issues

### Contamination Closure

**Area contamination- fecal, vomit, blood- Call Ben Kimber immediately. The area will likely need to get closed off. Print signage alerting of closure: "Closed for maintenance until further notice." Use Verdana font. Template is on the Drive. Alert Lisa and Director of the area closure.**

### Contacting Maintenance

#### **If a situation is not urgent:**

Email Ben Kimber, or let Ben Carver know if he is in the building. Do not page/Google Chat Ben Kimber, as he is in and out of the facility 24/7/365 and not often at his computer to see Google Chats or in the building to hear pages. If you are unsure of urgency, contact your supervisor to have them evaluate situation.

#### **If major issue such as a fecal or bodily fluid issue occurs in the pool or anywhere else in the facility, MS to take these steps:**

- CALL Ben Kimber immediately (see Daxko or Staff Roster for number)
- Immediately close down the entire space and get everyone out of the space.
  - Pool- close down entire pool deck area
  - Gym- Lock the gym doors.
  - Sauna/Steam Room-Close down those rooms.
  - Block off the area as best as you can if not an easily closed space.
- Put signage up alerting of the closure. Signage should say "\_\_\_\_ CLOSED UNTIL FURTHER NOTICE-Per Maintenance."
- Contact M&M Director
- **DO NOT MAKE ANY ATTEMPTS TO CLEAN UP THE MESS.** There is a very strict protocol set by the MN Department of Health for how certain substances need to be evaluated and cleaned up.

If the emergency light flashes on the phone, please contact Lisa or Janneke immediately.

## FIRST AID KITS/ AEDs

Front desk has band-aids and a couple icepacks.

First Aid Kits & AEDs are located in hallway across from Administrative Office and on the blue wall in the Wellness Center.



# Communication

## Phone System

Dial 9 to call out

- Depending on phone number, an area code may need to be dialed.
- Long distance Authorization Code: 66#
- To check voicemail, use code 1234#
- If member needs to use phone, use secondary phone station. Member Services must dial number—not the member. Do not give out info on how to dial out or long distance code.

## Staff Roster

The Member Services staff roster is on the board in the M&M office. Please honor staff preferences when it comes to calls/texts.

## Sling

Sling may be used to message other MS team members for urgent/moderately urgent situations, such as to inquire about trading shifts, picking up shifts, etc. Please respond back or indicate you saw the message so that the poster knows who has all seen the message.

- Messages will occasionally be sent by supervisor on Sling. These are considered urgent posts, please respond promptly.

## Email

All email correspondence coming from the info@winonaymca.org email address should have a greeting in the beginning and the MSR's name who sent the email at the end. Almost every email received should be acknowledged back.

Please send or forward non-urgent messages to appropriate Leadership. If unsure who should receive email it is okay to send to supervisor. Please contact supervisor via email of issues that are not time-sensitive.

## Google Chat

While on duty, Google Chat may be used to contact Leadership staff who are or may be in the building. There is a "Tours" chat and a "Leadership" chat. Please only post as necessary, and when the message applies to the majority/all Leadership staff.

You may contact your supervisor through Google Chat as necessary during Member Services business hours (4:30am-8:30pm) for urgent/time sensitive questions, concerns, etc.

Other Leadership staff- Please only contact on Google Chat if you know they are in the facility. Please use email, or if urgent, phone to contact other Directors.



**Never give out staff or member personal information to others. This includes private email, address, phone number, birthday, schedule, etc.**

**Please do not contact off-duty MS staff for questions. Please reach out to supervisor.**

**The M&M Director must be made aware of ALL area closures: pool, sauna, steam room, gym, etc. Please Google Chat or call M&M Director with this information.**

**For urgent facility issues, such as contamination, damage, etc. please call Ben Kimber; for non-urgent please email Ben Kimber. Add maintenance issues to Maintenance spreadsheet on the Drive.**

## Communication Continued

The majority of our communication with members is done electronically. It is vital MS staff are accurate in entering and confirming this data. If the incorrect email is entered into Daxko, members cannot access their accounts online, register for programs online, or receive our communications, which is very frustrating for them and creates more work for Member Services staff.

### Electronic Communications to Members

**Monthly Newsletters**–Contains information as to what is going on at the Y, membership or program specials, events, planned facility or area closures, etc. It is sent to all adult members with an email address on file each month.

**NewsBlasts**– Provides urgent communication regarding unplanned closures or cancellations. Members must opt in to receive NewsBlasts. They can choose area specific updates such as Pool, Gym or Fitness Classes. These are sent out as needed.

Members and non-members may sign up for the newsletter or NewsBlasts. They may sign themselves up online or by using the Member Services iPads (Gray square with “A” at bottom shortcut). Please remember to recommend members sign up for these when they express frustration with a closure or cancellation they were not aware of.

**Emails**– The Y will often send emails to members when there is some kind of issue with their account: billing reminder, payment issue, policy violation or reminders, behavioral concerns. etc.

If a member states they do not receive emails/newsletters, please verify their email address in Daxko. If it is correct please suggest they check their junk/spam folder. Also inquire if they had previously unsubscribed from our emails. If this is the case they will have to go into their settings and allow emails from us.

## Member Feedback/Complaints

### Complaint/Feedback Reporting Process:

1. Thank the member for informing us and apologize for the inconvenience
2. Test/validate the concern if possible
3. Put up a sign if necessary
4. Email appropriate Director or Coordinator of the issue
  - a. If maintenance issue, enter it in the Maintenance Log spreadsheet on the Drive.

You are welcome to provide individual with Leadership business cards or work emails to those requesting them.

## Staff/Member issues

We want all staff and visitors to feel safe and welcome. However, If at any time a member, guest or another staff member makes inappropriate comments, innuendos, questionable behavior or makes you uncomfortable, please make your supervisor aware as soon as possible. Your concerns will be kept confidential.

# Important Membership Info

## Guest Passes /Calendar year

- Youth- 0
- Young Adult-5
- Adult-5
- Senior-5
- 1Adult Family-5
- 2Adult Family-10
- **Only primary adult(s) can use guest passes unless permission is granted via phone or alert on account. Children, even adult children cannot use parent's guest passes without permission.**

## Cancellations & Holds

- Must be received online or on YMCA forms. We do not accept cancellations or holds via phone.
- Cancellations may be done on paper Cancellation form, through the website or hand member the iPad (white and gray square with yellow and green colors in the main menu of the iPad).
- Must be received by 20th of the month in order to cancel on the 1st of the next month.
  - Please use email template in Google mail (Tasks) for sending out emails to those who cancel after the 20th of the month.
- Memberships run from 1st of the month to last day of the month. When someone joins mid-month, they pay prorated dues, which is a portion of the dues for the time left in the month they can use the facility.
- Member Services staff do not place holds on accounts. Hold paperwork goes to Lisa.

## Waivers

- Waivers must be signed by all adults using the facility in any capacity.
- The legal parent or legal guardian must sign on behalf of minors.
- Liability Waivers are valid for the calendar year.
- Electronic signatures should be obtained whenever possible.

## Scan Cards

- EVERY member must scan in or get manually checked in.
- Children 10+ may have scan card issued to them if parent wants them to have one.
- Replacement scan cards are \$5

## Program Registration

- Payment for program must be paid at the time of registration.
- We do not register over the phone. Registrations may be done in person or online.
- Private Swim Lessons require an authorization email before getting registered.
- Parent/Legal Guardian must register and sign Liability Waiver for minors.
  - Unless granted legal custody, grandparents, family friends, etc. cannot register youth unless they have a current waiver already on file.

## Tours

- MS staff are to assist with tours as needed when double-staffed.
- Please follow and complete tour checklist.
- Non-members are not allowed to roam facility on their own, nor are members allowed to give tours. The visitor may purchase a Day Pass, use a Guest Pass or be accompanied by staff to see the facility. **11**

## Cash Tray /Closeout

The cash tray should always be at \$150, as it is solely there to make change.

When MSRs accept payment in form of cash or checks, they will need to place the cash/checks in a zippered envelope during their shift. At the end of the shift, MSRs will need to do a Close-out. If the Close-out report does not match what is in the envelope, it is the MSR's responsibility to try to figure out why. This is often resolved by re-counting the cash tray. If still off, MSR must email M&M Director and the Accounting Coordinator about discrepancy.

**To do a Close-out in Daxko, please follow these steps:**

- Click on "Finance" in top black menu
- Click "Shift Close-Outs under Checks/Cash
- Click "+New Close-Out at top right
- You will need to toggle between Check and Cash to see the payment amounts you should have in your envelope.
- Click "Close-Out"
- Print out your Close-Out report
- Fold the paper around your cash/checks and place back in zippered envelope.
- Close-Out Envelopes go in the metal mailbox in the Admin office. Please place it in the box horizontally.

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## CONTACT INFORMATION

Janneke Sobeck  
CEO  
781.439.8527

Ben Kimber  
Director of Facility  
& Properties  
507.858.7850

Lisa Engfer  
Membership &  
Marketing Director  
507.450.1496

### EMERGENCY CONTACTS

**Fire/ Police/ Ambulance/ Emergency Assistance 911**

**Non Emergency Assistance/ Suspicious Activity 507-457-6302**

### HUMAN RESOURCES

Duluth YMCA: Rebecca Meersman: 218.722.4745 Ext. 150

Please send Employment Verification emails and calls to Duluth HR.

More HR information available on the Employee Hub: [www.winonaymca.org/employee](http://www.winonaymca.org/employee)

# Y-AREA SPECIFIC POLICIES

Please see policies page in Member Handbook or on the website for more information.

**Facility-** All children under 10 must have an adult with them in the facility. Children 10+ are allowed to be in the facility without an adult in certain spaces.

## **Aquatics-**

### Ages Restrictions:

- Steam Room / Sauna- Must be 18+ to use
- Whirlpool- Under 16 must be supervised by an adult while in the whirlpool.
- Pool- 7 years and younger - adult in the pool within arm's reach, no wrist band required.
- 8-10 years - adult on pool deck, yellow wrist band if you pass the swim test.
- 11 years and older - no adult required, green wrist band if you pass the swim test.
- Swim Tests can be scheduled through the website (Aquatics Page)

**Fitness Classes -**

- Open to individuals 10+ with an adult, or up to instructor's discretion.
- Reservations are only required for Prenatal Yoga.

**Family Fun Center-** Open to children 10 and under with direct adult supervision.

**Locker Rooms-**

- Men's & Women's locker rooms are available to those 18+. Children are NOT allowed in Men's and Women's locker rooms.
- The Inclusive Locker Room is available to ALL members. No age restriction. Nudity in the open part of this locker room is not permitted.

**Wellness Center-**

- The Wellness Center is open to those 16+ with no adult supervision and those 12-15 with adult supervision. The adult supervision stipulation may be waived with successful completion of a free Teen Weight Room Orientation (TWRO). Sign up for the TWRO can be done online (Programs--> Personal Training) or on the MS iPads (Gray "P" on the main menu)
- Shoes and shirt are always required.

**Kids Corner/  
Child Watch-** Free childcare service for up to two hours for children 6 weeks of age-10 on family memberships, or low-fee for non-members. Parents must stay within the YMCA. Reservations are required 12 hours in advance to ensure proper staffing. Requests made less than 12 hours require Child Watch Coordinator's approval and are subject to a fee if approved. Please email Becky Wisted to inquire about a late reservation for Child Watch. Do not guarantee a spot or add child to reservation list until approval has been received.

**Gymnasium-**

- Children 10+ are allowed to use the Gym without an adult. Children under 10 must be under the direct supervision of an adult.
- A shirt is always required.

# Access INFO

	What it is for	Password
Lock Box	Key to M&M office	
MS Email	info@winonaymca.org	
Scan-in Computer	Username: scancardcomputer	
Nationwide Access	info@winonaymca.org	
iPads	MS iPads	
Front Desk Computers	all 3 computer logins	
Towel Machine	Press little aqua * in top corner of screen	
Daxko	Membership and Registrations	
Group Ex Pro	Making reservation for Kids Corner/Prenatal Yoga/Racquetball	
Voicemail	Front Desk phones	

**If you need your Daxko password reset, please contact Lisa or Janneke.**

- MS shared passwords also located under change tray.
- 3AA Key (purple) will open: pool doors, office doors, PT Room, Fitness Studio & disables door alarms.
- 2AA Key (green) will open: Clara Barton Room/ FFC





## **Winona Family YMCA Member Services Handbook Acknowledgement**

I have read, seen, and understand everything in the Member Services Handbook. I will comply with the policies and information contained in this handbook and understand my continued employment is contingent on my following these policies and Member Services Standard Operating Procedures.

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**Employee Name (Printed)**

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**Employee Signature**

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**Date Signed**