



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Job Title: **Membership Services Representative**

FLSA Status: Non-Exempt

Status: Part-time

Department: Membership

Reports to: Membership Services Lead/

Revision Date: 3/26/2019

Membership & Mission Advancement Director

POSITION SUMMARY:

Deliver excellent service to all members, guests and program participants. Respond to member and guest needs, promote memberships and programs, and maintain cleanliness and organization of the front desk and lobby areas. Perform other duties as assigned.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:

1. Provide excellent service to members, guests and program participants in the facility and on the phone, contributing to member retention.
2. Interview prospective members; sell memberships.
3. Build relationships with members; help members connect with one another and to the YMCA.
4. Handle and resolve membership concerns and inform supervisor of unusual situations or unresolved issues.
5. Monitor the facility and adhere to safety guidelines as required.
6. Attend all staff meetings and certifications/ training as directed.
7. Making New Member calls for quality assurance.
8. Ability to file paperwork.

QUALIFICATIONS:

1. Minimum age of 18
2. Previous customer service, sales or administrative experience preferred.
3. Knowledge of computers and point-of-sale systems.
4. Excellent interpersonal and problem-solving skills. Friendly and outgoing personality.
5. Work effectively with people of different backgrounds, abilities, opinions and perceptions.
6. Attention to details is a must.
7. Complete abuse prevention training within the first 30 days of employment.

LEADERSHIP COMPETENCIES:

- **Communication & Influence:** Listens and expresses self effectively and in a way that engages, inspires, and builds commitment to the Y's cause
- **Inclusion:** Values all people for their unique talents, and takes an active role in promoting practices that support diversity, inclusion, and global work, as well as cultural competence

- **Engaging Community:** Builds bridges with others in the community to ensure the Y's work is community-focused and welcoming of all, providing community benefit
- **Critical Thinking & Decision Making:** Makes informed decisions based on logic, data, and sound judgment
- **Functional Expertise:** Executes superior technical skills for the role
- **Emotional Maturity:** Demonstrates ability to understand and manage emotions effectively in all situations

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device. The employee frequently is required to sit and reach, and must be able to move around the work environment. Ability to perform essential functions which may involve, but not limited to the following activities: standing for extended periods; sitting; walking; typing; talking; reaching overhead; and kneeling.
- Sufficient strength and agility to perform essential functions of position including the ability to lift 10-15 pounds.
- Specific vision abilities required by this job include adequate sight, speech and hearing to communicate effectively with members and guests.
- The noise level in the work environment is usually moderate.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____