



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

MEMBER SERVICE REPRESENTATIVE

Job Title: **Member Service Representative**

Status: Full-Time (35-40 hours/week)

Reports to: Membership Director

Job Grade: 9

Revision Date: 5/2/2024

Department: Membership

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. Member Services Representatives deliver excellent service to all members, guests and program participants, engaging members by having a general knowledge of memberships and all Y programs and services.

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 DUTIES:

1. Provide excellent customer service to all members, guests and program participants.
 - a. Includes in-person greetings, answering phone calls, monitoring and responding to emails, others to provide a great experience for our guests.
 - b. Includes providing information on facility services and programs.
2. Conducts interviews and/or tours responsive to the needs of prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Following and enforcing all YMCA policies and rules.
6. May hand out locker keys, locks and towels; may monitor the locker rooms as required.
7. Monitoring the cleanliness and safety of the facility.
8. Perform Opening/Closing duties as assigned.
9. Handle financial transactions for programs and memberships and keeps an accurate record.
10. Possess and champion a basic knowledge of the YMCA's history, mission, vision, and values.
11. Accurately handling financial transactions and provide receipts.
12. Performs other duties as assigned.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

Abuse Risk Management: All YMCA employees agree to adhere to policies related to boundaries with members and children and complete required abuse risk training. Employees must report any suspicious or inappropriate behaviors or policy violations; in addition, all employees are mandated reporters.

QUALIFICATIONS:

1. At least 16 years of age.
2. Excellent interpersonal and problem solving skills.
3. Previous customer service, sales or related experience is preferred.
4. Basic knowledge of computers.
5. Ability to work independently with attention to detail required.
6. Must be able to communicate, manage, and interact with children and adults.
7. Must be able to communicate clearly with managers and other personnel.
8. The candidate will frequently be required to stand and walk for long periods of time. In addition to the other requirements, the candidate may be asked to lift up to 50-pounds as well as bend, stoop, crawl etc. on an as-need basis in order to interact with members and perform facility duties.
9. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
10. High school diploma or general education degree (GED) preferred.
11. Must complete a full background check before being hired.

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 communicate using a computer, radio and phone/smart device.
- The employee frequently is required to stand, stoop and bend, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- 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: _____