



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

## **MEMBER SERVICE REPRESENTATIVE/BILINGUAL**

Job Title: **Member Service Representative**

Job Grade: 9

Status: Full-time; Non-Exempt

Revision Date: 07/20/2020

Reports to: Membership Director

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. Ensures members and guests are taken care of by answering questions and phone calls, keeping the Welcome Center presentable, and enforces policies to keep everyone safe.

### **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. It is the primary responsibility of all Member Service Representatives to make members and guests feel welcome in our facilities, this includes but is not limited to:
  - a. Greeting and saying goodbye to members and guests when they come and go from the facility
  - b. Addressing complaints/ concerns immediately (if possible)
  - c. Providing information on facility services and programs
2. Being alert of potential safety factors, this includes but is not limited to:
  - a. Documenting injuries to staff, members, and guests
  - b. Enforcing YMCA rules and procedures
  - c. Restricting the use and notifying supervisors of dangerous or broken areas items in the facility.
  - d. Monitoring the cleanliness of the facility
  - e. Securing all potentially hazardous substances and tools.
3. Member Service Representatives must be informed and up-to-date on the latest YMCA developments. It is the responsibility of the staff to serve as a liaison and first contact point between members/guests and program directors, this includes but is not limited to:
  - a. Answering telephone calls
  - b. Providing information on programs and services
  - c. Encouraging members and guests to participate in programs and services
  - d. Receipt money transactions and program registrations.
4. Must attend all formal training meetings and read training memos.
5. Perform Opening/Closing duties as assigned
6. Adhering to all YMCA policies and procedures as outlined in the employee handbook and trainings.
7. Possess a basic knowledge of the YMCA's history, mission, vision, and values.
8. Perform any additional duties as assigned by supervisory staff.

Hastings Family YMCA  
1220 W. 18<sup>th</sup> St/1430 W. 16<sup>th</sup> St.  
Hastings, NE 68901  
P 402-463-3139

### **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.

### **QUALIFICATIONS:**

1. Previous customer service experience preferred.
2. Must be able to communicate, manage, and interact with children and adults.
3. Must be able to communicate clearly with managers and other personnel.
4. 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.
5. Must be available to work nights and/or weekends and maintain a flexible schedule
6. High school diploma or general education degree (GED) preferred.
7. 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: \_\_\_\_\_