



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

JOB DESCRIPTION

Job Title: Member Services Representative

FLSA status: Non-exempt

Report To: Teri Wright, Associate Executive Director

POSITION SUMMARY:

Provides excellent customer service to all members, guests, and program participants. Responds to member and guest needs, promotes membership and programs. Maintains cleanliness, safety and organization of the lobby area.

ESSENTIAL FUNCTIONS:

- Provides excellent customer service to all members, guests, staff and program participants in person, on the phone, and through electronic media such as email.
- Builds meaningful relationships with members, knows their names, helps them connect with other members and deepens their relationship with the YMCA.
- Understands and effectively communicates the YMCA areas of focus and the core values of caring, honesty, respect, and responsibility.
- Has excellent knowledge of all YMCA programs, classes, policies and events. Can handle most inquiries. Refers unusual requests or questions to the appropriate director.
- Maintains accuracy of all monetary transactions and registrations. Maintains accuracy of membership data base and program registration software.
- Maintains cleanliness, safety and neat appearance of the building at all times.
- Acts as Manager on Duty when other directors are not present.
- Assists Directors and CEO in achieving YMCA strategic plans and operational goals.



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YMCA CORE COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fundraising

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. Certifications required within 30 days of hire: CPR/AED and First Aid
2. Must be at least 16 years old
3. Proven interpersonal and problem solving skills
4. Ability to multi-task
5. Basic knowledge of computers
6. Able to relate effectively to diverse groups of people from all social and economic segments of the community



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ESSENTIAL DUTIES:

Member Services:

- Monitor access to the facility. Stand and greet all members, guests, program participants upon entering the building. Visually inspect picture ID of all guests, stop members whose accounts are not paid or have become invalid.
- Answer phones, answer questions, provide information, transfer calls
- Process program registrations, accurately enter data into Active Network® database.
- Process new member accounts, accurately enter member information into Active Network® database. Take member's picture, issue membership card(s)
- Have excellent working knowledge of membership policies and effectively communicate policies to members when necessary
- Treat all patrons with respect regardless of ethnic or socioeconomic background

Financial Services

- Maintain accuracy of receipts, cash box, registrations, new member info

Building & Maintenance

- Open and close the building when necessary
- Disarm and arm the alarm system, know how to bypass system when needed
- Turn on and off the lights upon opening or closing
- Turn on and off computers and electronics as necessary
- Make coffee in the morning. Prep coffee machine at night
- Periodically check building for cleanliness. When needed: empty trash, vacuum floors, pick up towels, re-fill water and cups, sweep, clean fingerprints, dust, re-fill paper towels or toilet paper, keep area around the copier clear of clutter.
- Act as manager on duty when directors are not present – check to make sure lifeguards are watching the pool and not distracted by electronics or other media. Keep young children from horse-play in the hallways, locker rooms and exercise areas.