



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

## **JOB DESCRIPTION**

Job Title: **Member Service Representative**

FLSA Status: Non-Exempt

Reports to: Membership Director

Revision Date: January 2014

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### **POSITION SUMMARY:**

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area.

### **ESSENTIAL FUNCTIONS:**

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
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 Y.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all Y policies and emergency procedures dealing with member services.
6. Is thoroughly familiar with membership rates, payment options, promotions, features and benefits of membership.
7. Knowledgeable about program registration cycles, registration procedures, and knowledgeable of Y programs and activities.
8. Answers the phone with the approved Y greeting.
9. Greets and speaks with members as they enter and leave the Y, by name if possible, so that each participant feels valued and part of the Y.
10. Helps with office duties, laundry, and other services as needed.
11. Helps with building supervision, enforcing policies, rules and regulations so that they can be interpreted, enforced, and administered in a fair and equitable manner.
12. Keeps up-to-date on all emergency policies, 911 procedures, first aid, and may be asked to become CPR Certified.
13. Responsible for keeping work area, lobby area, and entrances clean. Cleaning is a responsibility of every Y employee.
14. Attend all scheduled staff meetings and trainings. Follows dress code and adheres to the posted work schedule.
15. Other responsibilities and changes may occur. Proper notice will be given

### **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. 18 years of age.
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Previous customer service, sales or related experience helpful.
5. CPR & First Aid Certifications suggested.
6. Desire to serve.
7. Basic knowledge of computers, printers, etc.

Name / Signature /Date \_\_\_\_\_