



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

MEMBER SERVICES REPRESENTATIVE

JOB DESCRIPTION

Job Title: Member Services Representative

FLSA Status: Non- Exempt

Reports to: Membership Director

Position Summary

This position is responsible for operating, maintaining and improving member services and systems. The position serves members and guests, maintains member service control, answers the telephone, answers member questions and performs various clerical duties.

Responsibilities

1. Deliver exceptional service by listening and responding to member needs and resolving conflict or concerns effectively and professionally.
2. Strive to know members names and maintain a positive, ongoing relationship with all members, guests, staff and community partners.
3. Utilize DAXKO to record sales receipts, program registrations and membership in a timely, accurate manner.
4. Maintain relevant knowledge of all YMCA programs and services in order to accurately inform customers of the services available.
5. Check in and greet members and guests accurately and efficiently. Address notes on account upon check-in.
6. Answer telephone in a professional, courteous manner in accordance with the standards of the YMCA.
7. Work with team members to encourage the use of YMCA services, programs, and membership opportunities.
8. Support and contribute to a safe, clean environment for staff and customers.
9. Uphold YMCA policies and procedures in a respectful, positive manner.
10. Actively participate in staff training and professional development events.
11. Participate in the planning and implementation of regular member special events.
12. Handle additional office work to ensure the efficient and effective running of the department.

Qualifications/Requirements

1. High School Diploma or equivalent.
2. Must be 18 years of age.
3. Must obtain CPR/First Aid Certification within 60 days of employment.
4. Comfortable speaking with members from diverse backgrounds and various socio-economic backgrounds.
5. Possess general computer skills and some experience with standard business software, proficient in basic math and basic accounting skills.

6. Ability to perform essential clerical functions which may involve, but not limited to the following activities: standing for 4 hours or more, sitting, semi – reaching to full-reach overhead; crouching; kneeling; carrying, working in narrow and/or confining spaces; twisting of the waist, shoulders, and legs.
7. Must have adequate vision to effectively review documents in varied formats i.e....paper and digital.
8. Must have adequate hearing to respond to members and interact with the public.
9. Must be able to work in an environment with high levels of activity and moderate to high noise levels.
10. Ability to work independently.
11. Following specific instructions consistently and independently.
12. Learn, follow and enforce local Y and national guidelines related to internal policies.
13. Drug Free as outlined in the Y's Substance/Alcohol Abuse and Testing Policy.

I have read and understand the above job description for the job I have been hired.

I agree to uphold the core values of the YMCA – Caring, Honesty, Respect & Responsibility.

Employee Signature

Date

Supervisor Signature

Date