



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## YMCA JOB DESCRIPTION

Job Title: **Member Services Representative**

FLSA Status: Non-Exempt (Part-Time)

Reports to: Membership & Marketing Director

Revision Date: January 2016

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### POSITION SUMMARY:

Delivers excellent service to everyone that enters the Y. Responds to member and guest needs, promotes memberships and programs and maintains cleanliness and organization of the lobby area, break room and copy room.

### ESSENTIAL FUNCTIONS:

1. Provides support to members, guests, program participants and fellow staff in order to fulfill the mission of the YMCA.
  2. Provides excellent service to everyone in the Y both in person and on the phone, exceeding member expectations and contributing to member retention. Is enthusiastic towards members by learning their names and expressing an interest in their YMCA activities. Strives to enrich their YMCA experience by introducing them to new programs, staff, fellow members and volunteer activities.
  3. Checks in and greets members and guests accurately and efficiently. Consistently greets every person who enters the Y (by name, if known) and recognizes everyone when they leave. Ensures non-members do not access the facility without supervisor authorization.
  4. Conducts interviews and/or tours responsive to the needs of prospective members; sells memberships.
  5. Accurately explains programs and promotes program participation.
  6. Contacts members, whose participation has decreased, encouraging involvement and participation.
  7. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
  8. Promotes the Family YMCA of Emporia-Greenville as an organization that strengthens the foundations of the community.
  9. Distributes locker room towels.
  10. Monitors the facility as required.
  11. Maintains an accurate record of sales receipts, program and membership transactions in a timely, manner.
  12. Maintains a cash drawer and is responsible for the security of cash during their shift. Provides Business Office with balanced daily closeouts of all financial transactions performed on their shift.
  13. Follows and enforces YMCA policies and procedures in a respectful, positive manner.
  14. Maintains a clean, safe and organized work environment, realizing the Membership Services Desk is the first thing people see when they come through our door; takes the initiative to clean up/repair areas.
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## JOB DESCRIPTION FOR YMCA MEMBER SERVICES REPRESENTATIVE

15. Dress in appropriate attire and wear nametag at all times.
16. Attends all mandatory trainings and staff meetings and remains current on certifications.
17. Observes all safety and security policies.
18. Ensures membership files kept orderly and current.
19. Performs any and all assigned and related duties.
20. Builds relationships with members; helps members connect with one another and to the Y; welcomes them to our Y family.
21. Acts as a team member to assist other departments and administrative staff as requested.
22. Engages in active listening with members and program participants in order to build relationships, understand individual's goals and interests and takes the initiative to ensure the member has a positive experience.
23. Provides accurate information about membership and programs.
24. Helps prospects and members experience the YMCA by introducing them to other staff and members. By creating these interactions, we will demonstrate that the YMCA is a place where we take the time to connect, communicate and engage in respectful and friendly relationships.
25. Knows our mission and core values. Models the core values.
26. Always has a friendly, helpful attitude and wears a smile.
27. Actively listens, reflects and responds to customer questions and concerns in a caring manner. When the opportunity presents itself, go above and beyond to resolve the situation immediately.
28. Monitors front end of the Y to ensure security and safety, as well as monitoring of security cameras ensuring the entire building remains safe.
29. Replenishes files as needed at the Membership Services Desk.
30. Schedules Activtrax appointments.
31. Maintains strict confidentiality regarding staff, members and potential new members.
32. Must never leave the Membership Services Desk unattended unless previously approved by the Membership & Marketing Director, or in case of emergency.

### **YMCA COMPETENCIES:**

**Mission Advancement:** Accepts and demonstrates the Y's core values of Honesty, Caring, Respect, Responsibility and Faith. 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. Reports 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; ability to multi-task.

**QUALIFICATIONS:**

1. Certifications required within 90 days of hire: CPR/AED, and First Aid.
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.
5. Basic knowledge of computers.
6. Proficiency in Microsoft Excel and Word preferred.
7. Must be at least 18 years of age and possess a high school diploma.
8. Must be able to read and speak English fluently.
9. Must be available to work during regular hours of operation.
10. Must be able to stand, sit and walk at various times as required.
11. Must be able to lift 25 pounds.
12. No visible tattoos or piercings (other than ears). No visible gauge piercings.
13. Organizational skills, a good understanding of administrative procedures and the organization and maintenance of accurate records and computer services/software.
14. Must possess excellent, auditory and written communication skills appropriate for interacting with both children and adults.
15. Ability to establish and maintain harmonious relationships with staff, volunteers, Y members and the general public is essential.
16. A willingness to commit to the mission of the YMCA.
17. Completion of YMCA program-specific certifications.
18. Must have good oral communication skills to greet the public and answer the phone in a polite and courteous manner.
19. Must be up-to-date and knowledgeable of Y happenings.
20. Must be able to work in an environment with much activity and noise.
21. Writing, reading and basic math skills are required.
22. Must have adequate vision to view the materials and computer screen.
23. Must have hearing adequate for answering the phone and understanding public requests.
24. Must have legible handwriting so that written materials can be easily understood by those reviewing.
25. Must be able to follow directions and follow through with given assignments.

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- 26. Must be detail oriented.
- 27. Must be able to work independently.

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands to handle and feel objects, tools and controls; reach with hands and arms; climb or balance, stoop, kneel, crouch or crawl and talk and hear.

**Effect on the End Result:**

The Membership Services Representative helps members, participants and guests of the Y feel welcome and increase their sense of belonging to the Y. The overall result should create engaged members and participants with a strong connection to the Y. Their positive experiences will result in members and participants becoming ambassadors for the Y. There will be a positive impact on membership satisfaction, retention and engagement.

I understand the description of my job duties and will abide by them while serving as Member Services Representative. I understand that the YMCA may alter the job description as needed and without notice to ensure member satisfaction, operation, quality, safety and to protect the integrity of the Family YMCA of Emporia-Greenville.

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Employee

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Date

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Membership & Marketing Director

\_\_\_\_\_  
Date