



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Job Title: Membership Services Representative

Department: Membership

FLSA Status: Non-Exempt

Status: Part-Time Hourly

Reports to: Coordinator of Membership Relations

Revision Dates: 30 & 90 Days

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 front desk and lobby area.

Essential Functions:

1. Provides excellent service to members, guests, and program participants in the branch and on the phone, contributing to member retention.
2. Interviews and/or tours prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and to the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. Able to handle money and balance cash drawer.
7. Ability to communicate and work with other departments.
8. Handle additional tasks as needed.

YMCA 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 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. Excellent interpersonal and problem solving skills.
2. Ability to connect with people of diverse backgrounds.
3. Previous customer service, sales or related experience.
4. Basic knowledge of computers.
5. Basic mathematical skills and able to handle money.

Specific Responsibilities:

Membership Relations:

1. Greet all members - by learning and using their names - that enters the YMCA in a warm, pleasant, and professional manner
2. Go the extra mile to make each members' experience at the YMCA a pleasant one
3. Provide excellent service by greeting each person that enters the Y, assist in scanning members' cards, monitor and control access to the facility, process membership sales, provide tours to prospective members, register members for programs, and troubleshoot member issues
4. Develop positive relationships with members fostering and atmosphere of community
5. Be outgoing and take the initiative to build committed and connected long-term relationships with members
6. Be able to respond to member requests in a timely and effective manner
7. Work as a team member; respect fellow Y employees and be professional in communications
8. Handle additional tasks as they are needed

Administrative Responsibilities:

1. Handle day-to-day operations of the front desk (phone calls, membership communications, emails, memberships, registrations, deposits, etc)
2. Possess a strong understanding of all programs, activities and services, with the ability to provide members detailed, accurate and timely information regarding schedules, costs, programs and facility information
3. Strive to be an expert in Daxko and be able to function and operate the program effectively during high traffic periods
4. Accurately input membership and program registrations into Daxko and be able to process the associated dues and/or fees
5. Collect and process scholarship applications and be able to recognize pertinent paperwork
6. Answer phones in a politely, professional manner, ensuring calls are routed to the appropriate departments and messages are accurate and given to the intended person
7. Participate in all member retention programs, strategies, promotional efforts, and fundraising campaigns
8. Open and close the facility according to established procedures
9. Handle emergencies as they arise. Complete incident reports as required
10. Assist in the training and development of new Membership Service Representatives staff - as needed and/or requested
11. Assist in maintaining branch cleanliness, appearance and safety through periodic rounds using established procedures
12. Take responsibility at the beginning of the shift to check the staff communication log for daily updates, verify cash, check that member communication materials are stocked and work area is orderly and neat
13. Communicate pertinent information with the Coordinator of Membership Relations and/or Executive Director
14. Adhere to and enforce all YMCA policies and procedures; also ensure that members are aware of policies and procedures that apply to members.
15. Maintain privacy requirements by not sharing personal, financial or credit information about members including but not limited to, phone numbers, addresses, program participation, financial information or personal situations.
16. Attend all required staff meetings and trainings
17. Handle additional tasks as they are needed

Financial Responsibilities:

1. Verify cash drawer contents at beginning and end of shift
2. Complete shift close-outs accurately and make sure deposit packet is complete (all checks have deposit stamps, credit card receipts are accounted for, cash and coin match deposit ticket, etc)
3. Process payments for membership and programs
4. Create automatic and reoccurring payments
5. Handle additional tasks as they are needed

I have reviewed the above job description, and hereby attest that I can meet all requirements listed above. I also acknowledge that this job description is not a contract between the YMCA and the employee. The Richmond Family YMCA reserves the right to change the employee's job duties or request the employee to perform duties not listed.

Employee Signature: _____ Date: _____