



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Job Title: Member Service Representative

Department: Membership Services

Supervisor: Executive Assistant

Date: October 2017

POSITION SUMMARY: (2:30pm to 8:00pm) M-F

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. Greet and assist all members, potential members and staff in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities. Strive to enrich their YMCA experience by introducing them to new programs, staff, members and volunteer activities.

ESSENTIAL FUNCTIONS:

1. Answer the telephone, provide requested information, direct calls and take accurate messages.
2. Assist existing and prospective members regarding their individual membership needs.
3. Interviews and/or tours prospective members; sells memberships.
4. Builds relationships with members; helps members connect with one another and to the YMCA.
5. Respond to members' needs. Contact appropriate personnel when necessary. Handle complaints in a courteous manner. Effectively negotiate and resolve customer service problems. Use appropriate forms to communicate concerns or praise. Applies all YMCA policies dealing with member services.
6. Process new member ID cards, issue guest passes, and register members for programs and services, as needed.
7. Replenishes brochures and program flyers in front desk area.
8. Is knowledgeable about current programs, rates, and special events.

9. Assist administrative staff and program assistant with mailings and other duties as assigned.
10. Maintain front desk calendar.
11. Control access to the facility. Check-in members entering the building by scanning membership cards and obtaining proper identification of guests.
12. Register for membership and/or programs, by inputting data in the computer, collecting the proper payment and verifying the accuracy of information on YMCA forms.
13. Enter all transactions accurately and completely into the computer system. Balance all end of shifts and report any discrepancies to supervisor.
14. Other Duties as assigned.

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.