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FOR SOCIAL RESPONSIBILITY

## MEMBER SERVICES REPRESENTATIVE JOB DESCRIPTION

Job Title: **Member Services Representative**

FLSA Status: Non-Exempt Full or Part Time

Reports to: Membership Coordinator

Revision Date: 3/10/20

### POSITION SUMMARY:

The Member Services Representative, working as part of the Membership Service Team, will deliver professional customer service, relationship building and sales skills to create a welcoming environment at the YMCA. The incumbent will additionally provide in-depth information in regards to the Harrisburg Area YMCA, such as memberships, programs, activities, special events, etc. The incumbent will assist with the attraction and retention of members; including the collection and processing of monetary transactions and information for members, participants and guests. The incumbent will also exhibit the core values of caring, honesty, respect and responsibility in all aspects of their work with the YMCA.

### OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

### INTERPERSONAL DUTIES/RESPONSIBILITIES:

1. Perform and provide excellent customer service skills by exceeding member expectations! Consistently greet every person who enters the YMCA (by name, if known) and recognize all members and guests when they leave.
2. Engage in active listening with members and program participants in order to build relationships, understand individual's goals and interests, and take the initiative to ensure the member has a positive experience.
3. Answer phones, direct calls, and provide accurate information about membership and programs.
4. Help prospects and members experience the YMCA by introducing them to the 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. Develop new opportunities for members to interact with one another. Be a "Relationship Builder" for the YMCA.
5. Be familiar with the mission statement and core values of the YMCA. Model the core values while working and communicating with other staff members.
6. Always have a friendly, helpful attitude, and wear a smile.
7. When giving tours and interviewing prospective members, listen intently to their needs and discuss with them how the YMCA can help.
8. Actively listen, reflect, and respond to customer questions and concerns in a caring manner. When the opportunity presents itself, go above and beyond to resolve the situation immediately.

### ESSENTIAL DUTIES/RESPONSIBILITIES:

1. Be knowledgeable about all YMCA programs and sell them effectively. This includes being familiar with all current brochure information, upcoming events and other special activities. If information is not available, be responsible for obtaining the correct information, updating front desk resources and providing information to members.



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2. Control access to the facility. Check-in members entering the building by scanning membership cards and obtaining proper identification of guests.
3. 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.
4. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
5. Enter all transactions accurately and completely into the computer system. Balance all end of shifts and report any discrepancies to supervisor.
6. Follow and enforce all YMCA procedures and policies, including: personnel guidelines, safety guidelines, facility access procedures and membership policies. Carry out emergency plans as necessary.
7. Maintain a clean and safe YMCA. Take initiative to clean up/repair areas.
8. Be dressed in staff uniform and wear nametag at all times.
9. Attend and remain current on all mandatory trainings and staff meetings.
10. Be knowledgeable and supportive of the YMCA Annual Campaign.
11. Any other duties as assigned.

#### **QUALIFICATIONS:**

- Strong communication, customer service, and problem solving skills.
- Ability to actively listen.
- This person needs to be a self-starter, able to handle multiple tasks under limited supervision, work well in a team setting and be detail oriented.
- Experience with and knowledge of computers.
- Possess a positive and professional attitude.
- Have cash handling skills and the ability to reconcile shift transactions.
- A willingness to commit to the mission of the YMCA.

#### **PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is frequently required to sit, stand, walk, use hands and fingers, handle or feel objects, tools or controls; reaches with hands and arms; climb or balance; stoop, kneel, crouch, crawl; smell and hear. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close and distant vision, peripheral and depth perception, and the ability to adjust focus. Acute hearing skills are required.

#### **WORK ENVIRONMENT:**

While performing the duties of this job, this individual may be occasionally exposed to wet conditions. The typical noise level in the Member Service area is moderate.

#### **EFFECT ON END RESULT:**

The Member Service Representative position, as part of the Member Service Team, will allow for more consistent and quality customer service by making members, participants and guests of the YMCA feel welcome and increase their sense of belonging to the YMCA. This position will strengthen our ability to provide accurate files, bills, and membership program information.

The overall result of these actions will create engaged members and participants with a strong connection to the YMCA. Their positive experiences will result in members and participants becoming ambassadors for the YMCA.



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**SIGNATURE:**

I have reviewed and understand this job description. I agree to fulfill my responsibilities as a Member Services Representative in a positive and cooperative manner. I understand that if I neglect my duties, I may be released from duty.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

Today's date: \_\_\_\_\_