



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

JOB DESCRIPTION

Job Title: **Membership Representative**

Department: **Membership**

Reports to: **Membership Director**

Status: **F/T or P/T**

Revision Date: **08/26/2016**

POSITION SUMMARY:

The Member Service Representative is responsible for providing membership enrollment, program registration and information/referral services to YMCA members. They will create an atmosphere that is friendly, courteous, accurate and highly efficient. The Member Services Representative is the initial and primary link between the public and the YMCA.

ENTRY REQUIREMENTS

1. Needs to be at least 18 years old, with a high school education or equivalency.
2. Positive, friendly and enthusiastic attitude that enjoys working with people of all backgrounds.
3. Ability to quickly analyze the member's need and meet those needs by answering questions or directing questions/calls to the appropriate person.
4. Working knowledge of the YMCA organizational structure.
5. Ability to function on one's own in the multi-tasking and highly kinetic environment.
6. Basic clerical knowledge
7. Initiative to take on tasks or responsibilities to meet the needs of members or staff.
8. Flexibility with one's work schedule, order of assigned tasks and work environment.
9. Ability to present oneself professionally to members and staff.
10. Ability to speak and write clearly, concisely and thoroughly.
11. Legible hand writing.
12. Ability to maintain accurate membership records and a till drawer 99.9% of assigned work shifts.
13. Must possess sufficient strength to lift 45 pounds.

Upon hire:

- Current Child & Infant and Adult CPR, AED and First Aid must be obtained within 30-days of hire and be current throughout length of employment.
- South Sound YMCA's - New Employee Orientation must be obtained within 45-days of hire.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys 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.

PRINCIPAL ACTIVITIES

1. *All transactions must be performed under your own name and password.*
2. *Register members for membership, branch programs and association programs and events using the eFinesstri computer system*
3. *Sell merchandise to members as needed*
4. *Account for till drawer money and notate funds on the Till Drawer Summary sheet at the beginning and end of each shift*
5. *Maintain a till drawer, collect money, make change and reconcile till drawer at end of each shift*
6. *Document all transactions, overages and shortages on the Daily Cash Summary form at the end of each shift*
7. *Control admittance to facility by transacting day passes and family swim passes*
8. *Enforce facility policies as stated in the program brochure, member handbook and other official program materials*
9. *Maintain lobby and Main Pool Lounge area's cleanliness and orderliness*
10. *Make coffee and replenish coffee supplies as needed*
11. *Perform filing, typing or other projects as delegated by supervisor*
12. *Exhibit the YMCA Four Core Values – Respect, Responsibility, Caring and Honesty and display them during work shift or while using the YMCA facility*
13. *Provide accurate, thorough and timely information to the public regarding YMCA membership, programs and facilities*
14. *Answer phones accurately, thoroughly, efficiently and courteously*
15. *Perform other duties as the supervisor requests*

Shift Requirements:

- This position is part-time, with hours available days and evenings, weekdays and weekends
- Attendance at Member Service staff meetings and bi-annual All-Staff meetings required

END RESULTS

This position determines the public's impression of the YMCA. The Member Services Representative is often the first YMCA employee perspective member's come in contact with. It is critical that Member Service Representatives are capable, helpful, friendly and efficient. These attributes will attract and retain YMCA members.

I understand and accept the expectations described for the above position with the South Sound YMCA.

Employee Signature _____ **Date** _____