



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PARKVIEW HUNTINGTON FAMILY YMCA

Job Title: **Member Service Representative**

Job Code:0101

FLSA Status: Non-Exempt

Job Grade: 0101

Reports to: Membership Director

Revision date: 2/2019

Position Summary: Primary person that greets members and guests to provide a positive and service driven environment that will promote member wellness and engagement in accordance with YMCA policies, procedures, core mission and values.

Essential Functions:

1. Reflect and uphold the mission and core values of the YMCA when dealing with people both within the YMCA as well as out in community.
2. The member service representative will greet members and guests as well as monitor the traffic flow. Endeavors to distinguish between members checking in and non-members/guests needing registration or direction.
3. Use Daxko Operations System as well as various Senior Adult benefit programs (Silver Sneakers, ReNew Active, AARP Medicare Supplement) to efficiently lead customers through new membership as well as Program registration.
4. Typing, filing and general secretarial duties as assigned by the supervisor.
5. Member Service activity will be efficient and will support other YMCA functions.
6. Appropriately answer phone calls with short but professional greeting as to where caller has reached, who the Member Service team member is and a request to help them.
7. Is efficient in transferring calls to correct Program Director extension or voice mail.
8. Assist in preparation of mailings and promotional materials to customers
9. Assisting Program Directors with the copying and dispersion of flyers and hand-outs as needed.
10. Give professional and informative tours of facility and program offerings—customized as necessary to each customer.
11. Assist Wellness staff with running and folding loads of laundry as well as putting it away.
12. General maintenance and cleanliness of member service area and building in general to present a clean facility for our members, guest and staff team.
13. Takes steps to build effective, authentic relationships with members through helping them to connect with each other and the YMCA through excellent customer service and communication.
14. Maintains a positive and service driven attitude in all conversations.



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15. Makes effort to encourage new memberships by highlighting what makes this YMCA as pertains to the diversity in programming choices and community commitment
16. Quickly responds to emergency situations
17. Follows all YMCA policies and procedures.
18. Willingly performs other duties as assigned,

Mission Advancement: Accepts and demonstrates the YMCA values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationship 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 with understanding; speaks and writes effectively. Takes initiative in developing others.

Operational Effectiveness: Makes sound judgements and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better new 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/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 practice and demonstrates up to date knowledge and skills in technology.

Qualifications:

- 1-General computer knowledge and ability to efficiently navigate through Daxko Operations providing excellent service to all members and guests.
- 2-Positive attitude/servant's heart
- 3-First Aid/CPR/AED certifications a plus.

Physical Demands:

- 1-Ability to sit and/or stand for long periods.
- 2-Ability to balance focus and watchfulness at a computer stand for long periods of time.
- 3-The ability to lift up to #25, as well as be able to navigate through facility and respond to emergency situations with haste.

SIGNATURE _____

Date: _____

The Y: Committed to youth development, healthy living and social responsibility.