



FREMONT FAMILY YMCA JOB DESCRIPTION

Job Title: Member Services Representative

Primary Function: Member Services

FLSA Status: Non-Exempt

Leadership Level: Leader

Reports To: Membership & Marketing Director

POSITION SUMMARY:

This position at the Fremont Family YMCA intentionally fosters a cause centered culture that is welcoming, genuine, hopeful, nurturing, and determined. The Member Services Representative maintains a supportive, positive atmosphere that respects all individuals. The Member Services Representative responds to member and guest needs and promotes membership and programs.

OUR CULTURE:

Our mission and core values are brought to life by our culture. At 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.

ESSENTIAL FUNCTIONS:

1. Responds to the individual needs of the member or guest.
2. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention. Maintains cleanliness and organization of the lobby area of the facility.
3. Conducts interviews and or tours responsive to the needs of prospective members; sells memberships.
4. Develops and maintains positive relationships with volunteers and members and helps members connect to both the Y and each other.
5. Serves others by intentionally welcoming, connecting, and supporting members; invites members to get involved and give back to the community.
6. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
7. Applies all YMCA policies applicable to member services.
8. Is knowledgeable about YMCA program offerings and registration.
9. May assist with training of new hires in member services.

ESSENTIAL FUNCTIONS CONTINUED:

- 10. Knowledge and execution of emergency procedures.
- 11. Manage communication for The Big Give, United Way, and Annual Campaign Drives.
- 12. Other duties as assigned by supervisor.

LEADERSHIP COMPETENCIES:

- Communication and influence
- Engaging the community

QUALIFICATIONS:

- Previous customer service, sales, or related experience.
- CPR/AED and First Aid certifications within 30 days of hire.
- Excellent interpersonal and problem solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Knowledge of computers and associated skills.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate to heavy.
- This position requires flexibility in work schedule and will include some evening and weekend shifts.

HOURLY SALARY RANGE: \$9.00—\$11.00

SIGNATURE:

I have reviewed and understand this job description.

Employee name

Employee signature

Date