



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PIEDMONT FAMILY YMCA JOB DESCRIPTION

Job Title: **Membership Representative**

Leadership Level: Leader

Status: P/T

Reports to: Membership Director

Pay Range: \$10.68 – \$13.00

FLSA Status: Non-Exempt

Department: Membership

Revision Date: 04/17/2019

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes and sells memberships and programs, and maintains cleanliness and organization of the lobby area.

ESSENTIAL FUNCTIONS:

- Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
- Welcomes and scans in each member in a pleasant and friendly manner (i.e., greet, smile & make eye contact).
- Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
- Builds relationships with members; helps members connect with one another and the YMCA.
- Be able to actively listen to questions, concerns and feelings of members and staff. Be able to deal with members and staff in a honest, respectful and positive manner.
- Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
- Applies all YMCA policies dealing with member services.
- Performs other duties as assigned.

LEADERSHIP COMPETENCIES:

Advancing Our Mission & Cause: Engaging Community, Volunteerism, Philanthropy, Change Leadership

Building Relationships: Collaboration, Communication & Influence, Inclusion

Leading Operations: Critical Thinking & Decision Making, Fiscal Management, Functional Expertise, Innovation, Program/Project Management

Developing & Inspiring People: Developing Self & Others, Emotional Maturity

QUALIFICATIONS:

- The successful candidate must have a high school diploma or a GED and be at least 18 years old.
- Certifications required within 30 days of hire: CPR/AED, and First Aid
- A minimum of two years' prior customer service or relationship building experience is required, excellent interpersonal and problem solving skills, sales experience is preferred.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Strong attention to detail required as well as excellent oral and written communication skills.
- Must be proficient in use of PC, and demonstrate ability to use specific Membership software programs and software after completing training.
- Some business experience in an office setting is highly desirable.

- Ability to work with many interruptions, handling multiple tasks in a calm and responsible way always affirming the member (e.g., scan and smile, nod, wave while answering the phone, if alone)

WORK ENVIRONMENT & 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 the 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 frequently is required to stand and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 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.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

_____ Employee's signature

Today's date: _____