



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 Coordinator

Pay Range: \$15
FLSA Status: Non-Exempt
Department: Membership
Revision Date: 1/11/23

POSITION SUMMARY:

The Membership Representative position supports the work of the Y, a leading nonprofit committed to strengthening the community through youth development, healthy living, and social responsibility. The Membership Rep greets all who enter the facility and delivers excellent customer service to all members, potential members, guests, and program participants. The Membership Rep responds to potential members and current members' needs, promotes/sells memberships, and maintains the cleanliness of the front desk and lobby area.

ESSENTIAL FUNCTIONS:

- This position will work an average of 20 hours a week, including weekends, and attends monthly staff meetings.
- Provides excellent customer service in person and over the phone; contributing to member retention.
- Welcomes and acknowledges each person entering and exiting the facility in a warm and friendly manner.
- Conducts tours for potential members, answering any questions they may have; following up with a thank you phone call.
- Must be able to multi-task and stay up to date with all policies and procedures for membership and current programs.
- Builds relationships with members. Helps members feel connected within our YMCA community.
- Handles membership concerns and informs Membership Coordinator of any unusual situations or unresolved issues.
- Participates in a monthly staff meeting.
- Meets or exceeds tour/join ratio.
- Applies all YMCA policies dealing with member services.
- Adheres to the YMCA's core values of caring, honesty, respect, and responsibility.
- 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:

- 2 years minimum in customer service.
- Must be flexible with scheduling and available to work weekends.
- Excellent interpersonal and problem-solving skills.

- Ability to relate and communicate effectively with the public.
- Strong attention to detail and multi-tasking.
- Must be proficient in the use of a PC and eager to quickly learn membership programming software.

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 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 sit 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.
- Must obtain CPR and First Aid certifications within the first 30 days.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name _____ Employee's signature _____

Today's date: _____