



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PIEDMONT FAMILY YMCA JOB DESCRIPTION

Job Title: Membership Representative
Leadership Level: Leader
Status: P/T or F/T
Reports to: Membership Director

Pay Range: \$16-\$17
FLSA Status: Non-Exempt
Department: Membership
Revision Date: 4/5/24

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.

ESSENTIAL FUNCTIONS:

- Welcomes and acknowledges each person entering and exiting the facility in a warm and friendly manner.
- Provides excellent customer service in person and over the phone, contributing to member retention.
- 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 them feel connected within our YMCA community.
- Handles membership concerns and informs Membership Director of any unusual situations or unresolved issues.
- Participates in monthly staff meetings.
- 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

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.
- 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 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: _____