



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: \$12- \$13
FLSA Status: Non-Exempt
Department: Membership
Revision Date: 8/30/2021

POSITION SUMMARY:

The Membership Representative 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, potential members, guests and program participants. Responds to member and potential member needs, promotes/sells memberships, and maintains cleanliness of the front desk and lobby area. Membership Representatives must have availability to work Monday-Friday 6am-8pm and flexibility to work weekends between Saturday 7am-6pm and Sunday 12pm- 6pm.

ESSENTIAL FUNCTIONS:

- This position will work an average of 20 hours a week, including weekends and attend 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. Helping 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 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:

- Must be 18 years old with high school diploma or equivalent
- 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 use of PC and eagerness 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 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 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: _____