



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF SOUTH COLLIER MEMBERSHIP REPRESENTATIVE JOB DESCRIPTION

Job Title: **Membership Representative**

Status: P/T

Department: Membership Reports to Membership Director

Revision Date: June 30, 2020

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 memberships and programs, and maintains cleanliness and organization of the welcome center.

ESSENTIAL FUNCTIONS IN MEMBER SERVICES and FITNESS SPECIALIST:

1. Conduct tours for prospective members. While on the tour, you will identify their areas of interest, highlight offerings and member benefits, establishing a rapport with the prospective member(s) and ask them to join the Y. Follow up with the potential members as stated in the membership engagement outline, thank them for their time and interest, offer any further assistance, or welcome them to the Y.
2. Create a positive environment where everyone feels welcome, encourage and motivate others to become more involved in the YMCA. Greet and interact with members in a friendly manner.
3. Provide excellent service to members, guests and program participants in the Y and of the phone, contributing to member retention.
4. Communicate in a friendly, respectful, and courteous manner when answering phones, transferring calls and taking messages. Ensure that no member is left unattended.
5. Personally greet each community member with a smile and in a friendly tone as they enter the lobby.
6. Present a professional image to all employees, members, and general public. Wear nametag and adhere to dress standards at all times.
7. Build relationships with members; helps members connect with one another, the YMCA and any of its programs.
8. Responsible for reading Membership Communications binder, receiving update from co-worker and checking work e-mail at the start of each shift.
9. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
10. Responds to any emergencies with YMCA protocol.
11. Properly checks in every guest or member. Applies all YMCA policies regarding guests and members.
12. Accurately follow procedures to for all business transactions. (email receipts, accurately reconcile monies, accurately register programs).
13. Responsible for studying and learning all available programs, classes, and schedules that are occurring and ongoing.
14. Attend all department meetings
15. If unable to work due to sickness, vacation, etc. responsible for finding shift coverage and communicate to supervisor.
16. Responsible for following all procedures including but not limited to opening, closing, emergency, cleaning, and daily checklists.
17. Performs other duties as assigned.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in

challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. Required certifications: CPR, First Aid, AED,
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
4. Previous customer service sales, or related experience preferred.
5. Basic knowledge of computers and google drive.
6. Ability to work efficiently and multi-task in a fast paced environment
7. Daxko software preferred (YMCA software systems)
8. Must be flexible (willing to work weekends, nights, and be on call)
9. Must be a positive team player
10. YMCA New Employee Orientation and Child Abuse Prevention Training and Redwoods Training within 10 days of hire.

WORKING 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.
- Ability to perform all physical aspects of the position; including leading members, walking, standing, bending, reaching, and lifting.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____

Supervisor's name

Supervisor's signature

Today's date: _____

CEO's Name

CEO's signature

Today's date: _____