

Georgia Mountains YMCA

Job Title: **Member Services Representative**

Job Grade: 4

FLSA Status: Non-Exempt

Reports to: Member Services Director

Revision Date: 03/20/2017

Position Summary:

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 lobby area.

Essential Functions:

1. Provides excellent service to members, guests, and program participants in the branch and on the phone, contributing to member retention.
2. Interviews and/or tours prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and to the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. May monitor the locker rooms as required.
7. Uses technology systems efficiently and effectively to promote member retention.

NOTE: This job description reflects management's assignment of essential functions. It does not prescribe or restrict the tasks that may be assigned.

YMCA Competencies (Leader):

Values: Accepts and demonstrates the Y's values.

Community: Demonstrates a desire to serve others and fulfill community needs.

Inclusion: Works effectively with people of different backgrounds, abilities, opinions, and perceptions.

Relationships: Builds rapport and relates well to others.

Communication: Listens for understanding and meaning; speaks and writes effectively.

Decision-Making: Makes sound judgments, and transfers learning from one situation to another.

Qualifications:

1. Certifications required within 30 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to connect with people of diverse backgrounds.
4. Previous customer service, sales or related experience.
5. Basic knowledge of computers.

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 check-in's/ check-out's 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.

X

Employee's Signature

X

Date