



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING |
FOR SOCIAL RESPONSIBILITY

Job Title: **Membership Representative**

Status: Part Time; Non-exempt

Reports to: Membership Director

Department: Membership

Revision Date: 2/25/20

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 lobby area.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:

1. Provides excellent customer service to members, guests, and program participants in the Y on the phone, and through email and other communication medium, contributing to member retention.
2. Primarily responsible for Welcome Desk duties as assigned by leadership and Welcome Desk lead.
3. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
4. Builds relationships with members; helps members connect with one another and the YMCA.
5. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
6. Applies all YMCA policies dealing with member services.
7. May hand out locker keys and towels; may monitor the locker rooms and other Y areas as required
8. May have building opening and/or closing responsibilities.
9. Performs other duties as assigned by leadership in a timely manner.
10. Adheres to all Welcome Desk rules and policies.

LEADERSHIP COMPETENCIES

- Communication & Influence
- Engaging Community

QUALIFICATIONS:

1. Certifications required within 30 days of hire: CPR/AED, and First Aid.
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.
5. Basic knowledge of computers.

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.

AGREEMENT:

This job description is not an expressed or implied contract. The Shelby YMCA reserves the right to change this job description as necessary.

Having read and understood my job description, I accept the position of Welcome Desk for the Shelby YMCA.

Employee's name

Employee's signature

Today's date: _____