FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF CENTRAL VIRGINIA JOB DESCRIPTION

Job Title:	**Member Services Representative**	Job Code:	
FLSA Status:	Non-Exempt	Job Grade:	
Reports to:	Director of Membership	Revision Date:	November 2019
Leadership Level:	Leader	Primary Function/Department:	Family Center

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The **Member Services Representative** is responsible for assuring member services to each member and to answer questions of program participants and guests. In addition, the Member Services Staff will assume any other responsibilities that will serve the membership of the YMCA of Central Virginia and/or strengthen the Community.

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. Communicate in a friendly and courteous manner when answering phones, transferring calls and taking messages.
2. Receipt all program and membership fees.
3. Ability to communicate properly and effectively with people at all levels.
4. Greet everyone who enters the facility in a friendly manner. Interact with all members.
5. Make sure that all members and guest are properly checked in. Greet members by name when scanning.
6. Assist in tours once trained
7. Take membership pictures for cards
8. Be knowledgeable and be able to answer all questions pertaining to all programs.
9. Responsible for accurate input of all program registrations and membership signups.
10. Responsible for accurately reconciling daily cash receipts and closeouts.
11. You are responsible for finding coverage for your shift if you are unable to work.

LEADERSHIP COMPETENCIES:

- Engaging Community
- Communication & Influence
- Collaboration

QUALIFICATIONS:

- Must be able to effective communicate with effectively with members, guest and staff.
- Knowledge in customer service, which includes proper phone etiquette and computer experience.
- Minimum age of 16
- Previous experience working with children.
- Work effectively with people of different backgrounds, abilities, opinions and perceptions.
- First Aid, CPR and AED within 30 days of hire.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

HOURS: Part Time: Mornings (8-1pm) Evenings (4-8pm) and weekend (alternate Saturdays 8am-12pm) availability required.

- Ability to verbally lead group activities.
- Adequate mobility, sight and hearing to effectively supervise program participants.
- Sufficient strength and agility to perform essential functions of position including the ability to lift a child who weighs approximately 50 pounds.

- Ability to perform essential functions which may involve, but not limited to the following activities: standing; sitting; semi-to-full reaching overhead; crouching; kneeling; carrying; twisting of the waist, shoulders and legs.

EMPLOYEE ACKNOWLEDGMENT:
This job description may not be all-inclusive. Employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.

Employee's Printed Name	Employee's Signature
Date	