

GREATER WYOMING VALLEY AREA YMCA

JOB DESCRIPTION



TITLE: Member Services Representative I
BRANCH:
STATUS: Non-exempt; Part-time
SUPERVISOR: Member Engagement Director

GENERAL FUNCTION

WELCOME CENTER - Promote a positive, professional and welcoming atmosphere by providing excellent customer service and exemplifying our YMCA values. Enthusiastically greet members and guests as they come into the YMCA. Provide friendly and efficient service while engaging with members and guests.

WELCOME CENTER

PRIMARY RESPONSIBILITIES & DUTIES

Duties include but are not limited to:

1. Provide a quality experience for everyone who accesses or contacts the Y.
2. Establish and maintains a working relationship with all members on a one-to-one, confidential basis.
3. Learn member's names and uses them frequently.
4. Greet all members, staff and volunteers when entering the building and wish them well when exiting the building.
5. Introduce members to other members and staff.
6. Involve members in other YMCA activities and volunteer opportunities.
7. Promote the YMCA mission and cause in all interactions.
8. Use Listen First skills effectively.
9. Readily offers financial assistance in response to every program and membership inquiry.
10. Respond to members concerns and directs to appropriate person when needed.
11. Balance and report daily monies of his/her shift.
12. Provide program registration and information.
13. Provide membership information and enroll new members.
14. Direct incoming phone calls.
15. Attend staff meetings and trainings, as scheduled.
16. Assist other staff in utilizing the emergency action plan.
17. As a staff member of the YMCA, acts professionally towards members, programs participants and guests.
18. Communicate YMCA goals, program offerings and events to members, participants and potential members.
19. Knows the work schedule and reports to work on time or finds an approved substitute.
20. Complete timesheet on a daily basis.
21. Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Must be able to engage strangers in conversations and make all people feel welcome
- Must be able to maintain confidentiality
- Must be able to establish and maintain harmonious relationships with other staff members, leaders, volunteers, members, participants, parents and the general public
- A high degree of tact and discretion is required
- Interpret and enforce all safety and health regulations
- Ability to respond to emergency situations
- Effective conflict resolution skills
- Ability to speak concisely and effectively communicate needs
- Versatility, flexibility, and a willingness to work enthusiastically within constantly changing priorities
- Ability to exercise sound judgment and handle conflicts in a timely and professional manner
- Must be able to occasionally work varied shifts dependent on events and staffing needs
- Must be able to work autonomously within the Y core values of Caring, Honesty, Respect and Responsibility
- Must be able to work with limited supervision

PHYSICAL REQUIREMENTS

- Must be able to meet minimum requirements and perform functions of the position with or without reasonable accommodation
- Must be able to communicate clearly to all children, parents, members and company personnel
- Ability to attend all trainings and meetings as required even if scheduled outside normal working or regular scheduled hours.
- Present a clean, well-groomed appearance
- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
- Ability to walk, stand, and sit for periods of time.
- Exposure to communicable diseases and bodily fluids.
- Occasionally must be able to lift and carry supplies and equipment weighing up to 25 pounds, or up to 50 pounds with assistance
- Occasionally may require bending, leaning, kneeling, and walking

QUALIFICATIONS/REQUIREMENTS

EDUCATION

Preferred – High School diploma or equivalent, or combination of education and experience
EXPERIENCE

Preferred – CPR, First-aid, AED

Preferred – Experience with working with children

Required – Must 18 years of age or older

Required – Successful experience in public relations, reception, sales or customer service

Required – Strong Interpersonal Skills

Required – Basic math and computer skills

STATE/GOVERNMENT CLEARANCES

Required (within 60 days of hire) - Pennsylvania State Child Abuse Clearance

Required (within 60 days of hire) - Pennsylvania State Police Criminal Background Check

Required (within 60 days of hire) - FBI Fingerprint Clearance

I have read the Member Services Representative Job Description and I fully understand and know what my responsibilities are in order to do my job effectively.

Employee Signature:

Date:

Supervisor Signature:

Date: