



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Switzerland County YMCA

Front Desk – Membership Representative

Job Title: **Membership Representative**

FLSA Status: Non-exempt

Reports to: Membership Director

Primary Function/Department: Membership

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 Membership Representative at Switzerland County YMCA maintains a supportive, positive atmosphere that welcomes and respects all individuals. The Membership Representative responds to member and guest needs and promotes memberships and programs.

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. Responds to the individual needs of the other person.
2. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention. Maintains cleanliness and organization of the lobby area.
3. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
4. Develops and maintains positive relationships with volunteers and members and helps members connect with one another and the Y.
5. Serves others by intentionally welcoming, connecting, and supporting members, and inviting them to get involved and give back to the community.
6. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
7. Applies all YMCA policies dealing with member services.
8. May hand out locker keys and towels; may monitor the locker rooms as required.

LEADERSHIP COMPETENCIES:

- Communication & Influence
- Engaging Community



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QUALIFICATIONS:

- Previous customer service, sales or related experience.
- CPR/AED and First Aid Certifications required within 60 days of hire. (Trained in house)
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Basic knowledge of computers.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- Must be able to react quickly to any moment where a staff member may need to assist a staff member with responding to a situation. May involve running. 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.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____