

Member Service

Position Summary

This position is responsible for operating and maintaining the Welcome Center services and systems. Greet & welcome all constituents of the YMCA and develop relationships that ensure member retention and satisfaction. Provide interviews, give tours, and close sales to potential members. Process and receipt for program registrations, retail sales, memberships, and other events. Ensure a positive member experience with excellent customer service. Assist in membership & marketing duties as assigned by the Membership Director. Responding to member questions and concerns.

Functional Expertise

- Responsible for providing daily services to all members, prospective members and program participants. This includes greeting members by name, welcoming guests, registering for programs and membership, and giving tours.
- Answer phones promptly in a courteous, respectful and friendly manner. Return phone calls, call new members, prospective members, and terminated members in a friendly manner.
- Track all incoming inquiries and membership status. Follow up with members according to tracking procedures.
- Scan members' cards and greet incoming members in a pleasant manner, monitor and control access to the facility.
- Interview prospective members, sell memberships, and enroll a new member using standard procedures.
- Be knowledgeable about and provide accurate information on facility services, programs, schedules, costs, memberships and policies. Answer questions and address issues in a positive, caring manner.
- At the beginning of each shift check all communications & memos for daily updates.
- Process memberships, program registrations, and payments for various items/activities. Accurately input applicable information into appropriate computer programs.
- Ensure neatness of Welcome Center, and front lobby.
- Various clerical tasks such as typing, copying, filing, billing, phone calls, mailings, stuffing packets, other tasks to be determined by Membership Director.
- Opening and closing of the YMCA building according to established procedures. Opening, balancing, and cashing out your own cash drawer at the end of the shift.

- Accurately complete any required paperwork including, but not limited to, membership applications and facility rentals.
- Process financial aid information in a positive, confidential manner.
- Report to work on time with a positive, friendly attitude wearing professional attire/uniform and name badge.
- Respond to safety and emergency situations.
- Contact members and community guests in a timely fashion, concerning membership questions, concerns and policies.
- Other duties, as assigned.

Qualifications-- Required

- Computer skills
- Must be 17
- Pass drug screen; Clearances (Child abuse, criminal background, and fingerprint)
- Reliable transportation

Physical Requirements

- Sit for prolonged periods of time

Cause Driven Leadership® Competencies

- **Advancing Our Mission and Cause:** Provide visionary leadership to the organization and to ensure that all resources are mobilized to adapt to new challenges and needs in the community
- **Building Relationships:** Connect people to the Y's cause by developing inclusive relationships, partnerships and collaborations so that the Y's can co-create solutions to pressing social needs
- **Leading Operations:** Ensure relevance, effectiveness, and sustainability of the organization so that we can continue to fulfill our promise to the community
- **Developing & Inspiring People:** Support the holistic development of self and others so that everyone can embrace the Y's cause, sustain the Y's culture, and inspire others to take individual and collective action to further our impact

Sign: _____ Date: ____/____/____