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YMCA MEMBERSHIP SERVICES

Job Title: **Membership Services Representative**

Job Code: 503

Reports to: Membership Services Lead

FLSA Status: Non-Exempt

Job Grade: Level 1

Closing Date: February 1, 2018

POSITION SUMMARY:

Deliver excellent service to all members, guests and program participants. Respond to member and guest needs, promote memberships and program, and maintain cleanliness and organization of the lobby area. Perform other duties as assigned.

ESSENTIAL FUNCTIONS:

1. Provide excellent service to members, guests and program participants in the branch and on the phone, contributing to member retention with FRONT DESK Team.
2. Interview prospective members; sell memberships.
3. Build relationships with members; help members connect with one another and to the YMCA.
4. Handle and resolve membership concerns and inform supervisor of unusual situations or unresolved issued.
5. Monitor the facility and adhere to safety guidelines as required.
6. Attend all staff meetings and certifications/ training as directed.

QUALIFICATIONS:

1. Minimum age of 18
2. Previous customer service, sales or administrative experience preferred.
3. Knowledge of computers and point-of-sale systems.
4. Excellent interpersonal and problem solving skills. Friendly and outgoing personality.
5. Work effectively with people of different backgrounds, abilities, opinions and perceptions.
6. First Aid, CPRPRO and AED within 30 days of hire.

PHYSICAL DEMANDS:

1. Adequate sight, speech and hearing to communicate effectively with members and guests.
2. Sufficient strength and agility to perform essential functions of position including the ability to lift 10-15 pounds.
3. Ability to perform essential functions which may involve, but not limited to the following activities: standing for extended periods; sitting; walking; typing; talking; reaching overhead; and kneeling.

HOURS: Part Time up to 25 hours weekly

PAY RATE: \$7.50-\$8.00 Hourly starting

LOCATION: Fayetteville Branch, North Branch

TO APPLY: Submit cover letter, resume and YMCA job application to:

North Branch
3725 Ramsey St. #103B
Fayetteville, NC 28311
Katie.wildonger@ymcaofthesandhills.org

Fayetteville Branch
2717 Ft. Bragg Road
Fayetteville, NC 28303
Sherry.rallis@ymcaofthesandhills.org

No Phone Calls Please