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## YMCA MEMBERSHIP SERVICES LEVEL 1

Job Title: **Membership Services Representative**

FLSA Status: Non-Exempt

Reports to: Membership Services Lead

Revision Date: August 16<sup>th</sup>, 2019

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### 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.
2. Interview prospective members; sell memberships, update member accounts, register for programs, etc.
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 issues.
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 50 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: Nights and weekend availability REQUIRED. Monday thru Friday 5pm-9pm(8pm on Friday), 8am-7pm on Saturdays

Up to 30 hours weekly

**PAY RATE:**

\$8 -\$8.50 DOE

**LOCATION:**

Fayetteville Branch

**TO APPLY:**

Submit cover letter, resume and YMCA job application to:

Stephen Quesenberry

**Member Services Director**

2717 Fort Bragg Rd.

Fayetteville, NC 28303

stephen.quesenberry@ymcaofthesandhills.org

**No Phone Calls Please**