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## YMCA MEMBER SERVICES LEVEL 1

Job Title: **Membership Services Representative**

FLSA Status: Non-Exempt

Reports to: Member Services Coordinator

Closing Date: October 11, 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 light cleaning as needed; to include but not limited to, empty trash cans, refill wipes, clean Welcome Center area, etc.
6. Examine security footage from the evening three to four times a week at the beginning of shift. Check member visits to Daxko to ensure memberships are still valid.
7. Attend all staff meetings and certifications/ training as directed.
8. Other job duties as assigned by Supervisor.

### 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 90 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 10-25 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: Monday thru Friday(9am to 4pm) with weekend availability.

Up to 30 hours weekly

**PAY RATE:**

\$10 per hour.

**LOCATION:**

Fayetteville Branch

**TO APPLY:**

Submit cover letter, resume and YMCA job application to:

**Katie Wildonger**

2717 Fort Bragg Rd.

Fayetteville, NC 28303

Katie.wildonger@ymcaofthesandhills.org

**No Phone Calls Please**