



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA MEMBERSHIP SERVICES LEVEL 1

Job Title: **Membership Services Representative**

FLSA Status: Non-Exempt

Reports to: Membership Services Director

Revision Date: July 12, 2023

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 customer service to members, guests, and program participants in the branch and on the phone, contributing to member retention.
2. Uphold a professional attitude and appearance while at the facility.
3. Provide guided tours, sell memberships, update member accounts, register for programs, etc.
4. Build relationships with members; help members connect with one another and to the YMCA.
5. Handle and resolve membership concerns and inform supervisor of unusual situations or unresolved issued. Inquire further into conversations for details related to a situation.
6. Monitor the facility and light cleaning as needed; to include but not limited to, empty trash cans, refill wipes, clean Welcome Center area, etc.
7. Check member visits to Daxko to ensure memberships are still valid.
8. Attend all staff meetings and certifications/ training as directed.
9. Audit membership files during shift.
10. Maintain a clean working environment, free of clutter.
11. Other job duties as assigned by Member Services Director.

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 10-15 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: Monday, Wednesday, Friday; Saturday rotation
Morning Shift: 7am-12pm
Evening Shift: 3pm-8pm
Up to 25 hours weekly

PAY RATE:

\$10 DOE

LOCATION:

Fayetteville Branch
2717 Fort Bragg Road
Fayetteville, NC 28303

SEND APPLICATIONS TO:

Katie Wildonger
Human Resources Director

Katie.wildonger@ymcaofthesandhills.org

No Phone Calls Please