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## YMCA MEMBER SERVICES LEVEL 1

Job Title: **Membership Services Representative**

FLSA Status: Non-Exempt

Reports to: Membership Coordinator

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### POSITION SUMMARY:

Deliver excellent service to all members, guests, and program participants while working in a team-oriented, high-volume, fast-paced, member-centric environment. While demonstrating genuine hospitality, the representative greets all members and guests, ensures proper check-in procedures are followed, manages incoming calls, processes program registrations, and provides center tours to prospective members. The Member Services Representative is accountable for enhancing the member experience in order to drive relationships with and between members and increase membership engagement and retention. 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. Proven ability to develop and maintain relationships with members.
4. Use critical thinking, problem-solving, and resolution skills to 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. Attend all staff meetings and certifications/ training as required.
7. Other responsibilities as deemed necessary by Supervisor.

### QUALIFICATIONS:

1. Minimum age of 18.
2. Previous customer service, sales or administrative experience. (A minimum of one year face-to-face member relations or customer service experience in a high-traffic, consumer-driven environment preferred).
3. Proficient in using email, Internet, and other PC-based applications (e.g. Microsoft Office, customer service/tracking applications) with the ability to learn and adapt to new technology.

4. **Excellent interpersonal and problem-solving skills. Friendly and outgoing personality.**

5. Effective communication and organizational skills and the ability to understand, adapt to and interact with diverse people, teams, perspectives and cultures.

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 20-30 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: Typically 4-5 hour shifts

Up to 28 hours weekly

**PAY RATE:**

\$10.00

**LOCATION:**

Saleeby Family YMCA - Harnett County

**TO APPLY:**

Submit cover letter, resume and YMCA job application to:

Kathy Foxen  
Executive Director  
Saleeby Family YMCA  
107 Carletta Cagle Drive  
Cameron, NC 28326  
Kathy.Foxen@ymcaofthesandhills.org  
No Phone Calls Pleas