



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## **MEMBERSHIP REPRESENTATIVE JOB DESCRIPTION**

Job Title: **Membership Representative**

FLSA Status: Hourly/Non-Exempt

Shifts: Openers Tuesday-Friday (4:45a-10a) & Saturday (7a-12p) Reports to: Membership Engagement Coordinator

### **POSITION SUMMARY:**

The Membership Representative delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area. Also responsible for cash drawer, facility operations, and security of facility each morning and evening, when supervisors are not present.

### **ESSENTIAL FUNCTIONS:**

1. Effectively model and communicate the mission, vision and values of the Washington County Family YMCA. Behave as a cause-driven leader and role model for other staff and members when it comes to desired staff behaviors; promote youth development, healthy living, and social responsibility in all job-related functions.
2. Responsible for building security and maintaining the facility during staffed hours. Regularly walk through the facility to ensure the safety of the members and facility.
3. Perform opening and/or closing procedures as required and outlined in department guidelines.
  - o Restocking coffee cart & For Sale items
  - o Clean & Fill member cleaning bottles
  - o File away membership files and paperwork
  - o Check YMCA mailbox on property and sort mail into employee mailboxes
  - o Take out trash & recycling in the facility
  - o Update flyers in the facility regularly
  - o Keep membership paperwork up to date and adequately supplied
  - o Count cash box and do necessary close-outs at the end of shift
4. Provide excellent service to members, guests, and program participants in the Y and on the phone, while implementing engagement strategies that support and encourage the recruitment of new members and the retention of existing members in a welcoming environment.
5. Conduct new member interviews and tours responsive to the needs of prospective members; sells memberships.
6. Build relationships by proactively getting to know members beyond high-level greetings and well wishes and seek to understand their needs.
7. Support members' goals by facilitating connections, linking members to other members and or programs/interests.
8. Support volunteer recruitment across YMCA programs, particularly as a means to engage existing supporters.
9. Apply all YMCA policies dealing with membership services.
10. Handle and resolve membership concerns and inform supervisor of unusual situations or unresolved issues in a timely manner.
11. Know emergency procedures and be able to demonstrate them, providing a safe environment.

## YMCA JOB DESCRIPTION FOR MEMBERSHIP REPRESENTATIVE

12. Attend meetings and trainings as assigned. Participate in special events as assigned.
13. Be knowledgeable and supportive of the YMCA annual support campaign.
14. Assist with membership business, administrative tasks and other duties as needed.
15. Adhere to work schedule and substitute for others when needed. Must be able to substitute for other shifts and special events.

### 16. YMCA COMPETENCIES (Leader):

**Mission Advancement:** Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

**Collaboration:** Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

**Operational Effectiveness:** Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

**Personal Growth:** Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

### QUALIFICATIONS:

1. Certifications required within 60 days of hire: CPR/AED, and First Aid.
2. New Employee Orientation and online trainings required within designated amount of time from hire.
3. Excellent interpersonal, communication and problem-solving skills. Team oriented.
4. Ability to work and relate effectively to diverse groups of people from all social and economic segments of the community.
5. Previous customer service, sales or related experience.
6. Basic knowledge of computers and filing paperwork.

### HOURS/PAY RATE:

1. Will work approximately 25-28 hours per week.
2. \$12.75 per hour, starting wage with increases based upon performance and longevity
3. Free Adult membership and program discounts.
4. Potential to cover shifts for other team members
  - a. Y staffed hours are as follows: M-Th 5a-8p, F 5a-7p, Sat 7a-5p, Sun 1p-5p.
5. Supplemental Insurance Options (AFLAC)
6. Eligible for Paid Time Off.
7. Retirement Plan: 12% Employer Contribution, restrictions apply