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BURLINGTON AREA YMCA JOB DESCRIPTION

Job Title: **Member Service Representative (Front Desk Staff)**

FLSA Status: Non Exempt

Reports to: Membership Director

Revision Date: 7/15/2020

POSITION SUMMARY:

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.

ESSENTIAL FUNCTIONS:

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
2. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and the YMCA.
4. Accurately complete all written membership and program forms by processing member applications, terminations, renewals, class registrations and all other deemed necessary in order to serve members and the community.
5. Handles frontline telephone service by answering incoming calls and transferring calls to appropriate party.
6. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
7. Applies all YMCA policies dealing with member services.
8. Complete/balance all daily cash reports and balance cash funds as outlined in front desk procedures manual.
9. General office duties.
10. All other duties as assigned.

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 30 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Previous customer service, sales or related experience.
5. Basic knowledge of computers.