



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Date Posted:	August 29, 2011
Job Title:	Member Service Representative
Location:	Southwest YMCA located on the Onondaga Community College Campus
Department:	Membership
Position Type: (F/T or P/T; Exempt or Non-Exempt)	Non-exempt / Part-time Various work schedule are available
Job Requirements:	<p>General Functions: Under the direction of the Senior Wellness Director, the Membership Service Representative is responsible to greet and welcome all members and visitors of the YMCA in a highly professional manner. The incumbent will provide tours to potential members, sell memberships, register members for programs, answer phones, develop relationships with members to ensure member retention and satisfaction, respond to member questions and concerns, complete a variety of transactions to maintain member database records, and perform various clerical functions as assigned. The incumbent must perform their duties in accordance with the policies, goals, mission, values and objectives established by the YMCA of Greater Syracuse. The incumbent accepts, demonstrates and teaches the mission of the YMCA and its commitment to focus on youth development, healthy and social responsibility.</p> <p>YMCA Membership Department Quality Service Theme: We create a welcoming, inviting community conducive to building lifelong relationships.</p> <p>Responsibilities/Duties/Functions/Tasks: The essential functions of this position include, but are not limited to the following:</p> <ul style="list-style-type: none"> · Implement all business policies and procedures. · Greet all members by learning and using their names and doing whatever is needed to make their experience at the YMCA a pleasant one. These includes providing excellent member service by greeting members by name, scanning members' cards, monitor and control access to the facility, process membership sales, provide tours to prospective members, register members for programs, and troubleshoot member issues. · Develop positive relationships with members fostering an atmosphere of community, which in turn will have an overall positive effect on member retention · Take the initiative to build committed and connected long-term relationships with members. · Accurately input member information as needed into the computer and process all fees and payments following established cash handling procedures · Responsible for completing daily and end of shift reports, daily balancing (end of days), bank deposits, produce and mail three part payment invoicing, NSF letters and monthly report for write offs, exception report, review member account information and bank drafts and inform Sr. Wellness Director of any adjustments, correcting and terminating of membership accounts. · Prepare accurate and balanced end of day reports. · Generate and run weekly and/or monthly reports to include, new joins/cancels, renewals, new member visit history, red light, tours/joins and membership retention reports. · Be able to respond to member requests in a timely and effective manner. · Assist in developing and continuously improving the Membership Office procedures and policies. · When required, understand and be able to substitute and assist in all other membership job duties. · Answer phones in a politely, professional manner, ensuring calls are routed to the appropriate departments and messages are accurate and given to the intended person. · Possess a strong understanding of all programs, activities and services, with the ability to

- provide members detailed, accurate and timely information regarding schedules, costs, wait lists, programs and facility information.
- Participate in all member retention programs, strategies, promotional efforts, and fundraising campaigns.
- Open and close the facility according to established procedures.
- Handle emergencies as they arise. Complete incident reports as required.
- Work as a team member in handling all assigned tasks.
- Assist in reviewing, revising, developing and continuous improvement of Member Service Desk services, systems, procedures and guidelines.
- Assist in the training of and development of new Member Service staff.
- Assist in maintaining branch cleanliness, appearance and safety through periodic rounds using established procedures.
- Take responsibility at the beginning of the shift to check the communications binder for daily updates, verify cash, check that member communication materials are stocked and work area is orderly and neat.
- Communicate pertinent information with the Member Service Supervisors at the beginning or ending of their shift.
- Adhere to and enforce all YMCA policies and procedures; also ensure that members are aware of policies and procedures that apply to members.
- Maintain privacy requirements by not sharing personal, financial or credit information about members including but not limited to, phone numbers, addresses, program participation, financial information or personal situations.
- Attend all required staff meetings and trainings.
- Other duties as assigned by your supervisor.

Experience and Education:

- High School Diploma or equivalent.
- Prefer a minimum of one year or more experience working in customer service field.

Qualifications:

- High degree of human relation and customer service skills, the incumbent must a 'people person' with the ability to establish, collaborate and maintain positive relationships with members, staff, volunteers and the general public.
- Ability to handle multiple tasks, work independently, resolve problems and possess effective time management skills.
- Possess basic computer skills and a good working knowledge of Microsoft Office Programs experience with data base management software is preferred.
- Must be a team player who demonstrates strong verbal communication, interpersonal, organizational, problem solving and customer service skills.
- Possess and demonstrate excellent telephone etiquette.
- Possess and demonstrate ability to: read, interpret and effectively communicate documents, information and instructions such as safety rules, program policies, rules and procedures, Member Service and Welcome Desk procedures and YMCA policies and procedures. In addition, perform basic writing and mathematical skills (i.e. simple correspondence, adding, subtracting, multiplying, dividing decimals and fractions). Perform basic computer skills such as entering program transactions etc; solve problems and deal with a variety of situations and/or complaints; work with minimum supervision; work as part of the membership, volunteers and YMCA staff team.

Trainings & Certifications:

- Must hold CPR, AED, and O2 (First Aid may be required at some branches) certifications or successfully complete no later than 30-days after employment begins.
- Must attend and complete YMCA Child Abuse Prevention within the first 60-days of employment.
Must attend and complete Activate America, Quality Service, New Employee Safety and Blood Borne Pathogens Training within the first 90-days of employment.

Core Competencies:

- Supports the Mission, Vision and Direction of the YMCA: Understands and supports the

- mission of the YMCA; displays the YMCA values; displays flexibility and accepts changes; is willing to try new methods and make suggestions; shows a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.
- **Builds Community:** Understands and embraces the role of volunteers; helps members and participants make connections to others and to the YMCA; practices effective relationship-building techniques; supports the role of fund-raising in achieving the YMCA mission.
- **Provides a Quality Experience for Members, Participants, Internal Customer and Other:** Possesses the ability to deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feels valued; initiates action for prompt resolution; looks for better ways to serve in involve members, participants, internal customers and others.
- **Works Productively:** Demonstrates responsible actions; consistently performs duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies and procedures; is reliable and consistently punctual; actively participates in staff meetings, required trainings, and other work related activities; uses good judgment; uses YMCA resources appropriately and efficiently.
- **Uses Effective Personal Behaviors/Communicates Effectively:** Treats everyone with courtesy, respect and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people; demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

Effect on End Result

This position has a primary impact on the overall effectiveness with which the YMCA membership department accomplishes its goals and objectives in service to the community through:

1. The YMCA will be recognized by the community at large as giving excellent service to all who walk through our doors or call us on the phone.
2. The interpretation of the purpose of the YMCA in regard to the community as evidenced by continued good community relations.
3. Growth in membership, programs, and special services.

Physical Demands:

Ability to frequently sit, use his/her hands and fingers, stand, typing, walk, reach, climb, balance, stoop, crouch, kneel and climb stairs. Occasionally required to lift and/or carry and move up to thirty pounds. Specific vision abilities required close, color, distance, peripheral, depth perception and ability to adjust focus. Hear noises and distress signals in the office environment with background noise and perform all needed rescues skills. Ability to occasionally, run in case of an emergency.

Work Environment:

While performing the duties of the incumbent is exposed to a normal work environment and weather conditions prevalent at the time. Noise level in the work environment is moderate but at time can be loud.

Americans with Disabilities Specifications:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

[Apply online](#) by
September 12, 2011
to:

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