

**Marion Family YMCA  
Member Service Center**

**POSITION DESCRIPTION**

**Position Overview:** Under the direction of the Director of Relationships and in accordance with the Strategic Plan of the Marion Family YMCA, a member service representative is responsible for delivering excellent service to all members, guests and program participants and maintaining a healthy & safe environment.

Works in partnership with Wellness Coaches to help members build strong connections with the Y. Incumbent must role model the Y values of caring, honesty, respect and responsibility and work daily to develop personal and meaningful relationships with members, staff, and guests.

**Position Requirements:** Position requires a compassionate person with excellent listening skills. Prefer individuals with customer / member service experience. Incumbent must have knowledge of general office skills (typing, filing, balance cash drawer, etc.); excellent interpersonal and problem solving skills; and ability to connect with people of diverse backgrounds. Other requirements include basic computer knowledge; obtain within 90 days and keep current certifications in First Aid and CPR with AED and must be at least 18 years of age.

**PHYSICAL REQUIREMENTS:** Incumbent must be able to move freely and quickly throughout the YMCA facility; communicate effectively with people; use a computer with a keyboard; bend and lift; and lift up to 25 pounds. While performing duties of the job, employee is regularly required to stand, walk, talk, hear, and use a keyboard and computer screen.

**PAY: \$10.40**

**ESSENTIAL FUNCTIONS:**

1. Build meaningful relationships with members, guests and participants; help members connect with one another and to the Y.
2. Maintain a clean & sanitary environment by following the member service protocols for health, cleaning & sanitizing; and proactively cleaning & sanitizing any area of the building as needed.
3. Work daily to nurture the potential of youth and teens; help people improve their well-being; and provide opportunities for people to give back and support their neighbors.
4. Provide excellent service to members, guests, and program participants in the facility and on the phone, contributing to member acquisition and retention; greet members by name whenever possible.
5. Handle and resolve membership concerns and inform supervisor of unusual situations or unresolved issues.
6. Sell memberships and programs according to current policy and procedures.
7. Keep informed on all Y programs. Reads all communication memos, and emails and alerts before beginning each shift.
8. Maintain clean, safe and organized Service Center.
9. Have full knowledge of and uphold / enforce Y policies.
10. Give tours to prospective members utilizing Listen First skills.
11. Conduct self in a professional, friendly, helpful, courteous, enthusiastic and diplomatic manner.

12. Consistently apply all Y policies dealing with member services.
13. Know and follow emergency procedures. Report incidents and accidents on appropriate forms.
14. Receipt payments and balance cash drawer at end of shift.
15. Attend all required in-service trainings and staff meetings.
16. Assist supervisor, Executive Director and staff team as necessary / requested to ensure successful outcome of Y operations and mission.
17. The incumbent must be able to fulfill the above job requirements by purposefully and seamlessly challenging her/himself and others to accept and demonstrate the positive values of Caring, Honesty, Respect and Responsibility.

**EFFECTS ON END RESULT:**

The effectiveness of the incumbents' fulfillment of this position should be measured by:

1. A Y that has strong relationships with its members and donors as reflected in membership retention, contributions and program participation.
2. Members are connected and supported as measured by member satisfaction surveys, program evaluations and other means.
3. A Y that is welcoming to the community and reflects our mission and values.
4. A Y whose programs and services nurture the potential of youth and teens; improve people's health and well-being; and provide opportunities for people to give back and support their neighbors.
5. The Marion Family YMCA will be known in the Marion area as an organization that strengthens the community.

**The Y. For a Better Us.**