



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

THE YMCA OF KLAMATH FALLS

Job Title: **Membership Representative**

FLSA Status: Non Exempt

Reports to: Membership Director

Revision Date: 8/2016

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 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. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Act as a First Responder in emergency situations
6. Serves as a reference for YMCA mission, values, policies and procedures, programs, and events.
7. Applies all YMCA policies and procedures in dealing with member services.
8. Responsible for distributing and collecting equipment rentals.
9. Assist Membership Director in Annual Campaign
10. Responsible for communicating program information to front desk and member service staff.
11. Assist with filing, data entry, and record keeping.
12. Responsible for ensuring the building is clean and secure upon opening and closing.
13. Perform regular check of cardio and weight room to ensure participant safety, building cleanliness, and provide customer service.
14. Responsible for distributing towel and laundry services.
15. Collecting, managing and distributing lost and found materials.
16. Maintains member accounts, cash box, and monetary transactions accurately.
17. Serve as a liaison between members and management.
18. Attends all staff meetings and training as required.
19. Presents in professional appearance and attitude at all times; maintain a high standard of customer service.
20. 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. Strong communication skills; in person, phone, and via writing
- 3. Ability to self motivate, strong work ethic, attention to detail/accuracy and problem solving.
- 4. Excellent interpersonal skills.
- 5. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- 6. Previous customer service, sales or related experience is preferred but not required
- 7. Basic knowledge of computers.

PHYSICAL DEMANDS:

Ability to sit for extended periods of time.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE