

YMCA of Greater Seattle

JOB DESCRIPTION

Job Title: **Member Service Representative II**

Range: G

Job Number: 4175

Unit: All Branches

Date Revised: 01/08

FLSA Type: Non-Exempt

YMCA: Various

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GENERAL FUNCTION

Provides quality service and information to current and prospective members and program participants. Enrolls new members and program participants. Acts as a liaison and advocate for YMCA Total Health/Activate America. Provides motivational coaching to members participating in ongoing Y Total Health programs.

ENTRY REQUIREMENTS

1. Current state approved first aid certification.*
2. Current state approved CPR certification.*
3. High school education or equivalent.
4. One year or more of related experience preferred.
5. Customer service and general office skills.
6. Knowledge of office machines, computer software and office procedures.
7. Ability to conduct effective interviews and sell memberships.
8. Ability to engage motivational conversation.
9. Ability to respond to safety and emergency situations.
10. Listen First Level I*** and II*** training
11. Facilitating Groups training***
12. Coaching With Care training***
13. Prefer knowledge of and previous experience with, diverse populations (language, culture, race, physical ability, sexual orientation, etc.). Ability to speak any language in addition to English may be helpful.

*Necessity and timing determined by branch.

**Within 60 days of employment or first available training.

***Within 90 days of employment of first available training.

CORE COMPETENCIES

- 1. 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 change; 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.
- 2. 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.
- 3. Provides a Quality Experience for Members, Participants, Internal Customers and Others:* 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 feel valued; initiates action for prompt resolution; looks for better ways to serve and involve members, participants, internal customers and others.

4. 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.

5. 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.

PRINCIPAL ACTIVITIES

1. Conducts membership interviews and tours and sells memberships.
2. Enrolls new members and processes member applications, including performing data entry.
3. Registers members and participants in classes and programs, including performing data entry.
4. Provides prompt and courteous service to current and prospective members and guests.
5. Answers inquiries, and provides information on YMCA membership and programs.
6. Develops positive relationships with members and participants providing motivational support and guidance.
7. Encourages member and parent involvement and identifies potential volunteers.
8. Conveys information on Y Total Health components and as appropriate refers members and participants to Total Health program or staff member.
9. Supports member engagement and retention activities of the branch.
10. Balances and reports cash transactions. Performs general office functions and sells merchandise.
11. Responds to member concerns.
12. Adheres to the components of the Service Pledge.
13. May control access to fitness facility, and hand out towels and locker keys; may open and/or close facility.
14. Attends staff meetings and trainings as required.