

YMCA of Greater Seattle

JOB DESCRIPTION

Job Title: **Member Service Representative I**

Range: F

Job Number: 4180

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 members and prospective members. Controls access to fitness facility. Acts as a liaison and champion for YMCA Total Health/Activate America.

ENTRY REQUIREMENTS

1. Current state approved first aid certification.*
2. Current state approved CPR and AED certification.*
3. Six months or more work experience preferred.
4. Basic knowledge of office machines.
5. Ability to respond to safety and emergency situations.
6. Listen First level I training***
7. Prefer, knowledge of, and previous experience with, diverse population (language, culture, race, physical ability, sexual orientation etc) Ability to speak any language in addition to English may be helpful.
8. 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 or 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. Provides prompt and courteous service to members and prospective members.
2. Answers inquiries, provides information on YMCA membership and programs and responds to member concerns.
3. Conducts membership interviews and tours and enrolls members.
4. Controls access to fitness facility, and hands out towels and locker keys.
5. Develops positive relationships with members and participants and provides motivational support and guidance.
6. Encourages member involvement and identifies potential volunteers.
7. Conveys basic knowledge of all program areas to members and participants and refers members as appropriate to Y Total Health program or staff member.
8. Supports member engagement and retention activities of the branch.
9. Balances and reports cash transactions. Sells merchandise.
10. Adheres to the components of the Service Pledge.
11. Assists with program registration and general office support.
12. Attends staff meetings and trainings as required.