

# YMCA of Greater Seattle

## JOB DESCRIPTION

Job Title: **Membership Representative III**

Range: H

Job Number: 4182

Unit: All Branches

Date Revised: 01/08

FLSA Type: Non-Exempt

YMCA: Various

Page: 1 of 2

### **GENERAL FUNCTION**

Conducts membership interviews and enrolls new members, including identification of appropriate entry point into YMCA Total Health program. Provides motivational coaching to assigned members participating in 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. Two or more years of post high school education preferred.
5. One year or more of related experience in a service or sales environment.
6. Ability to conduct effective membership interviews and tours and to sell memberships.
7. Ability to respond to safety and emergency situations.
8. Listen First Level I\* and II\*\* training
9. Facilitating Groups training\*\*\*
10. Coaching With Care training\*\*\*
11. 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. Conducts membership interviews and tours and enrolls members. Conducts follow up on prospects that have yet closed.
2. Ensures that new membership applications are properly completed and routed. Maintains related sales records and reports.
3. Conveys information on all program areas to participants and routes members to the appropriate Y Total Health program.
4. Tracks, monitors, evaluates and transitions assigned Y Total Health participants providing motivational counseling and support. Accurately maintains related records.
5. Develops rapport with members and identifies possible volunteers.
6. Supports and may take a leadership role on the engagement and retention activities of the branch.
7. Provides leadership and guidance/mentoring to Member Services team as needed.
8. May lead or assist with the Total Health Orientation.
9. Leads one or more components of the Y Total Health Programs.
10. Responds to member concerns.
11. Adheres to the components of the Service Pledge.
12. Assists with member services as needed.
13. Attends staff meetings and trainings as required.