



YMCA OF PHILADELPHIA & VICINITY

## **JOB DESCRIPTION**

**JOB TITLE:** Member Service Representative II  
**LEVEL:** 4  
**REPORTS TO:**  
**DATE:** August, 2006

**JOB CODE:** 4020P  
**FLSA STATUS:** Non - Exempt  
**LOCATION:**

## **POSITION PURPOSE**

Represent the mission of the YMCA to members, staff, volunteers and vendors. Greet and welcome all constituents of the YMCA and develop relationships that ensure member retention and satisfaction. Provide interviews and tours to potential members and establish the benefits of the YMCA that meet their individual needs. Assist them in registering for programs by performing a variety of transactions to maintain member records, program registration, cash receipting, credits, and financial assistance. Provide accurate information regarding programs, membership options, and schedules. Ensure a positive member experience.

## **ESSENTIAL FUNCTIONS**

- Report to work on time with a positive, friendly attitude, wearing professional attire and name tag.
- Greet and welcome all individuals, handle incoming calls and follow up calls in a friendly manner using prescribed greeting.
- Maintain a friendly rapport with members and create a positive and inclusive environment for all.
- Scan members' cards and greet incoming members, monitor and control access to the facility.
- Demonstrate effective skills to interview prospective members, sell a membership and enroll the constituent using established procedures.
- Demonstrate competence in completing program registration using established procedures with accuracy and timeliness.
- Demonstrate competency in selling and managing more complex transactions including Camp registration and childcare.
- Balance receipts at end of shift.
- Assist with implementing member special events, name tag weeks and appreciation and special activities.
- Provide guidance and leadership to assist with training less experienced staff.
- Maintain branch cleanliness, appearance and safety through periodic rounds using established procedures.
- Take responsibility at the beginning of the shift to check all communication & memos for daily updates, verify cash, check that member communication materials are stocked and work area is neat.
- Provide detailed, accurate and timely information on schedules, costs, waiting lists, programs and facility information.
- Accurately complete required paperwork including, but not limited to, membership applications, time cards, incident reports and bank draft forms.
- Know and enforce established branch policies; ensure that members are aware of policies and procedures
- Prepare reports as required.
- Open/Close branch according to established procedures, as required.

- Alert supervisor of needed equipment and supplies before there are none.
- When unable to work, secure proper coverage, notify supervisor and complete necessary paperwork.
- Complete assigned tasks within given time frame.
- Adhere to safety guidelines and practices at all times.
- Exhibit professional demeanor and body language at all times.
- Take initiative to complete clerical duties, follow up items or any other necessary tasks to keep the welcome center running efficiently.
- Respond to member questions, concerns and conflicts in an accurate, timely and appropriate manner.
- Communicate to supervisor any areas that raise concern from members or constituents.
- Ensure that members know that we care about their having a quality experience at the Y.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Perform other related duties as required.
- Attend New Employee Orientation within 60 days of employment.
- Attend Prevention of Child Abuse & Harassment Training within 60 days of employment.
- Provide a copy of your Child Abuse Clearance to be kept on file at the YMCA.
- Attend staff meetings as scheduled.
- Obtain current CPR with AED and First Aid certification within first 90 days and keep current.
- Complete other appropriate trainings as required by position.

### **REQUIREMENTS**

- High School or equivalent with some college preferred.
- At least 1 year prior experience working with the public in a customer service capacity.
- Excellent verbal and written communication skills.
- Ability to communicate via telephone and in person.
- Ability to remember and communicate a variety of complex programs.
- Familiarity with computerized systems.

### **OTHER**

At the YMCA we value the following attributes in personal character and behavior and believe that they are essential to attaining our mission:

Caring:	To be sensitive, understanding and responsive to the well-being of self & others.
Honesty:	To be truthful, ethical, trustworthy, sincere and fair in word and action.
Respect:	To value the worth of person and property. Treating others as you would have them treat you.
Responsibility:	To recognize, accept and fulfill the obligation to contribute to a better society.

Our Mission: *To translate the principles of the YMCA's Christian heritage into programs that nurture children, strengthen families, build strong communities and develop healthy minds, bodies and spirits for all.*