



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

MEMBERS SERVICES ASSOCIATE

Job Title: **Membership Services Associate**

FLSA Status: Non-exempt

Reports to: Membership Services Coordinator

Revision Date: 04/28/2021

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The Membership Services Associate maintains a supportive, positive atmosphere that welcomes and respects all individuals. The Membership Services Associate responds to member and guest needs and promotes memberships and programs.

ESSENTIAL FUNCTIONS:

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention. Maintains cleanliness and organization of the lobby area.
2. Conduct facility tours responsive to the needs of prospective members; sells memberships.
3. Develops and maintains positive relationships with volunteers and members, and helps members connect with one another and the Y.
4. Serves others by intentionally welcoming, connecting, and supporting members, and inviting them to get involved and give back to the community.
5. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
6. Applies all YMCA policies dealing with member services.
7. Monitors the facility and responds to issues as necessary.

QUALIFICATIONS:

- Previous customer service, sales or related experience.
- CPR/AED and First Aid Certifications required within 30 days of hire.
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all segments of the community.
- Good knowledge of computers.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.