



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

METROWEST YMCA

August 2023

Customer Service/Member Service Lead Representative, Framingham

The MetroWest YMCA is a nonprofit organization with the goal of strengthening the foundations of our community. We do this through programs that help build a healthy mind, body and spirit for all, and our programs are built around our three focus areas: Youth Development, Healthy Living, and Social Responsibility. The Y is open to all, and we pride ourselves on the diversity of our members and employees. As an employer, the Y seeks to recruit energetic professionals, encourage work-life balance, and provide opportunities for growth and development. We are looking for friendly, professional, and energetic individuals who enjoy working with people and have a desire to provide outstanding service. **Pay range \$21.00 - \$24.00 per hour depending upon experience! Competitive benefits!** Equal Opportunity Employer.

The MetroWest YMCA needs a **Full Time Customer Service/Member Service Lead Representative who is 21 years of age or older** to help handle the day-to-day operations of the membership desk. **If able to work the shifts listed below, please apply! Applicants should have prior customer service experience.**

Schedule: Tuesday through Friday 1:45pm - 10:15pm and Saturday 10:45am - 7:15pm.

The Customer Service/Member Service Lead Representative will be responsible for providing frontline member service to members and guests by contributing to a welcoming, supportive environment. They will be responsible for facilitating communication to and between members, guests and staff. Responsible for monitoring facility access and security, and for maintaining the integrity and organization of the Member Service Center. Additional responsibilities include membership and program sales and management of incoming phone calls.

Past customer sales experience preferred. Working knowledge of computers and experience with a variety of software applications. Ability to learn software to enter or edit member information, take photo IDs, and scan member cards. Ability and

desire to interact with and provide exceptional service to people of all backgrounds, ages, and lifestyles.

Benefits:

- Health and Dental insurance
- Employee assistance program
- Employee discounts
- Life insurance
- Paid time off
- Parental leave
- Vision insurance
- Retirement savings plan
- MetroWest YMCA employee membership

Qualified and interested applicants please submit a cover letter and resume to Employment@metrowestymca.org or apply online.

TO APPLY, CLICK HERE TO FILL OUT THE APPLICATION. THEN, SAVE YOUR APPLICATION AND EMAIL IT TO EMPLOYMENT@METROWESTYMCA.ORG