



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## **Member Service Representative – Full Time, 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 \$17.00 - \$18.00 per hour depending upon scheduled shift! Competitive benefits for full time!** Equal Opportunity Employer.

The MetroWest YMCA needs **full time Member Service Representative Welcome Desk staff** 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. Bilingual applicants English – Portuguese and/or English - Spanish are encouraged to apply. CPR/First Aid certification or the ability to obtain certification within 3 months of start date is necessary.

**Available shift times: Tuesday – Friday, 1:30pm – 10:00pm and Saturday, 11:00am – 7:00pm.**

The Member Service Representative will be responsible for providing frontline member service to members and guests by contributing to a welcoming, supportive environment. The Member Service Representative 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 ethnic backgrounds, ages, and lifestyles.

### **COVID precautions:**

- MetroWest YMCA is having employees and members wear masks (optional if fully vaccinated), practice social distancing, continuous facilities cleaning, encourage frequent hand washing/use of antibacterial sanitizer, and encouraging COVID vaccinations.

Qualified and interested applicants please submit a cover letter and resume to [Employment@metrowestymca.org](mailto: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**