



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

METROWEST YMCA JOB DESCRIPTION

Job Title: Member Services Representative

FLSA Status: Part-Time Hourly

Reports to: Membership Director

Salary Range: \$17.00 per hour

Location: Framingham, MA

POSITION SUMMARY:

The Member Service Staff is responsible for providing front line member service including membership sales and service. Participates in creating a welcoming, supportive and all-inclusive environment. This employee will model the behavioral values established by the association and will have a passion and enthusiasm for the mission of the Y.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:

1. Create a welcoming environment for members, guests, and staff
2. Engage in positive behaviors that make members feel welcome, connected, and confident in their choice to be at the YMCA.
3. Greet all members entering and leaving the building.
4. Ensure a positive, professional attitude and working environment at all times, emphasizing the core values of Caring, Honesty, Respect, and Responsibility.
5. Stay informed of current policies, programs procedures by checking personal emails, and all communications between departments and member service.
6. Respond to emergencies following current policies and to submit complete accurate and legible accident or incident reports as needed.
7. Provide members and guests with complete and accurate information to make their visit successful.
8. Provide cause driven tour to potential members and new members.
9. Provide exceptional customer service to members with questions, problems or comments and work to resolve the issues in a professional manner.
10. Submit complete and accurate end of shift reports at the end of each shift.
11. Acts as Professional on Duty as designated by Membership Director.
12. Responsible for membership procedures including but not limited to: membership and program sales, processing holds and cancellations, processing upgrades/downgrades, working monthly termination reports and follow-ups and other tasks as designated by Membership Director.
13. Maintain all schedules (group exercise, pool and gymnasium, etc.) up to date and all files at the front desk must be kept organized and clean.
14. May provide additional support to Business Manager processing paperwork related to membership and programs.
15. Assist Membership Director with developing and implementing 30, 60, 90 day retention plan. In addition, assist in planning and coordinating family events and programs as related to member service or special events.
16. Attend all required staff meetings.



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YMCA COMPETENCIES:

- Mission Advancement
- Collaboration
- Operational Effectiveness
- Personal Growth

QUALIFICATIONS:

- Must be 18 years of age or older
- CPR and First Aid certification required.
- Qualified candidates must have excellent communication and interpersonal skills. Preferred candidate will be self-motivated and enthusiastic team member.
- Must have computer and math skills. Must be able to relate, interpret and communicate to members and staff.
- Must have the ability to handle multiple tasks.
- Must be able to hear and see activities and problems as they occur. Must be able to use stairs, elevator, walk around the building and parking lot.
- Must be able to pick up 25 pounds.
- Will work as an integral part of the Member Service Team.

ABUSE RISK MANAGEMENT:

Employees who directly supervise youth will:

- Adhere to policies related to boundaries with youth.
- Attend required abuse risk management training.
- Adhere to procedures related to managing high-risk activities and supervising youth.
- Report suspicious or inappropriate behaviors and policy violations.
- Follow mandated abuse reporting requirements.

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.

- Must be able to stand for long periods of time and must be able to move around the work environment
- Must be able to move around the building and parking lot
- Must be able to hear and see activities and problems as they occur
- Ability to complete and maintain all required trainings and certifications for this position
- Must be able to lift at least 25 pounds