



# Winona Family YMCA

Job Title: **Member Service Representative** Job Code: 602

FLSA Status: Non-Exempt Job Grade: 2

Reports to: Director of Membership & Marketing Revision Date: 10/2013,4/2018, 2/2020, 1/2021

## POSITION SUMMARY:

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the service area. Ideal candidates will have an outgoing personality and ability to multitask.

## 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. Builds relationships with members; helps members connect with one another and the YMCA.
2. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
3. Promotes program and membership enrollment in interactions with existing and potential members.
4. Monitors and utilizes software to verify membership and enroll participants in programs.
5. Ability to accurately count money and make change as necessary.
6. Completes administrative and light housekeeping duties as assigned.
7. Attends staff meetings and trainings as scheduled.
8. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
9. Applies all YMCA policies dealing with member services.
10. May hand out locker keys and towels.
11. Perform other related duties as assigned by your supervisor.

## YMCA COMPETENCIES (Leader):

- **Change Leadership:** Facilitates, co-creates, and implements equitable change for the good of the organization and/or community.
- **Engaging Community:** Builds bridges with others in the community to ensure the Y's work is community-focused and welcoming of all, providing community benefit.
- **Philanthropy:** Secures resources and support to advance the Y's work.
- **Volunteerism:** Engages volunteers and promotes social responsibility at all levels of the organization.
- **Collaboration:** Creates sustainable relationships within the Y and with other organizations in service to the community.
- **Communication & Influence:** Listens and expresses self effectively and in a way that engages,

inspires, and builds commitment to the Y's cause.

- **Inclusion:** Values all people for their unique talents, and takes an active role in promoting practices that support diversity, inclusion, and global work, as well as cultural competence.
- **Critical Thinking & Decision Making:** Makes informed decisions based on logic, data, and sound judgment.
- **Fiscal Management:** Manages the Y's resources responsibly and sustains the Y's nonprofit business model.
- **Functional Expertise:** Executes superior technical skills for the role.
- **Innovation:** Creates and implements new and relevant approaches and activities that improve and expand the Y's work and impact in the community.
- **Program/Project Management:** Ensures program or project goals are met and intended impact occurs.
- **Developing Self & Others:** Develops self and supports others (e.g., staff, volunteers, members, program participants), both formally and informally, to achieve their highest potential.
- **Emotional Maturity:** Demonstrates ability to understand and manage emotions effectively in all situations.

### QUALIFICATIONS:

1. High School Diploma preferred
2. One year of customer service experience
3. One year of cash handling experience
4. Excellent communication skills both verbal and written
5. Ability to multitask
6. Ability to work within multiple computer applications
7. Adult and Pediatric CPR/AED required within first 30 days of hire
8. At least 18 years of age

### EQUIPMENT & APPLICATIONS

- Proficient in Microsoft Office Suite
- Proficient in G Suite programs

### WORK ENVIRONMENT & PHYSICAL DEMANDS:

1. 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.
2. Ability to sit, stand, reach and stoop as required
3. Ability to lift up to 10 lbs.
4. Ability to manipulate small objects such as paperclips

### SIGNATURE:

I have reviewed and understand this job description.

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Employee's Name (please print) Employee's Signature

Today's Date: \_\_\_\_\_