



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Job Title: **Member Services Representative**

Job Code:

FLSA Status: Non-Exempt

Job Grade:

Status: Part-Time

Department: Membership

Reports to: Member Service Coordinator/ Program Director

Revision Date: February 2023

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 Member Services Representative at North Central Florida YMCA intentionally fosters a cause-centered culture that is welcoming, genuine, hopeful, nurturing, and determined while also managing high-quality, membership focus.

ESSENTIAL FUNCTIONS:

1. Greet and engage with members in a positive and professional manner.
2. Conduct yourself and answer phones in a professional and timely manner.
3. Ensures security of the Association by enforcing policy regarding visitors and maintaining a visitor's log.
4. Assist Membership Coordinator and perform miscellaneous tasks as directed or required.
5. Enter membership and program registration data into operating system (Daxko)
6. Process all Daxko transactions with accuracy and perform daily close out and drawer count
7. Suggest procedures or standards to improve efficiency and productivity at the Member Service Desk
8. Ensures standards for meeting retention goals are followed
9. Provide feedback and offer solutions regarding gaps in service and/or member concerns
10. Work continually towards self-development
11. Respond to member and guest inquiries and problem solve via phone or in person
12. Meet all current training requirements for Membership staff
13. Comply with membership policies, engaging with members and program participants and providing quality service in person and phone.
14. Be punctual for scheduled shift and find shift coverage when you are unable to work those regularly scheduled hours.
15. Help collect stories and assist with Annual Campaign and Membership Drives.
16. All other duties assigned by management

YMCA COMPETENCIES (Team Leader):

Mission Advancement: Incorporates the Y's mission and values into the organization's vision and strategies. Ensures community engagement; promotes the global nature of the Y. Leads a culture of volunteerism ensuring engagement, inclusion, and ownership. Leads a culture of philanthropy.

Collaboration: Advocates for and institutionalizes inclusion and diversity throughout the organization. Initiates the development of relationships with influential leaders to impact and strengthen the community. Is recognized as an inspirational community leader who navigates complex political and social circles with ease. Communicates to engage and inspire people within and outside the YMCA. Ensures that a talent management system is in place and executed effectively.

Operational Effectiveness: Possesses penetrating insight and strong strategic and critical thinking skills. Invests resources in well-designed innovation initiatives. Creates a structure to deliver organization-wide results to achieve objectives. Develops and implements stewardship strategies. Determines benchmarks and ensures appropriate leadership to meet objectives.

Personal Growth: Creates a learning organization. Effectively drives change by leveraging resources and creating alignment to expand organizational opportunities. Shares authority and demonstrates courage and humility. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

- High School Graduate or equivalent required.
- One year of YMCA experience preferred.
- One year of customer service experience preferred.
- Demonstrated computer knowledge and data entry skills.
- Excellent verbal, written and interpersonal communication skills.
- Excellent follow through actions regarding communication.
- Desire and ability to work with people of all ages.
- Demonstrated responsibility and dependability.
- Must exhibit patience, sensitivity and understanding.
- Must be willing to work a flexible schedule, which may include weekends and holidays as needed.
- May be required to sit or stand for extended periods of time while demonstrating manual dexterity in order to accurately work on the phone, computer keyboard, and other equipment.

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.
- The employee needs sufficient strength, agility and mobility to perform essential functions and to supervise program activities in a wide variety of indoor and outdoor locations.
- 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/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must be able to perform light work: exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- 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.