



WALLA WALLA YMCA JOB DESCRIPTION

FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Job Title: **Membership Services Representative**
Reports to: **Membership and Engagement Director**
Bilingual Spanish Speaker Preferred

Open December 14th until filled
Part Time, Non-Exempt

POSITION SUMMARY:

Provides consistent and professional customer service to Y members and guests. Checks in and screens members upon their arrival, provides member services support including answering members' questions. Manages online reservations and maintains safety and health protocols for the lobby area.

ESSENTIAL FUNCTIONS:

- Maintains a positive, empathetic and professional attitude toward members, guests and Y staff.
- Presents a professional first impression of the YMCA. Maintains the welcoming appearance of the Membership Services desk, the lobby and front of the Y building.
- Screens members and staff upon entry with health questions and temperature checks. Reminds members of Y health and safety protocols including wearing appropriate facial coverings and offers masks as needed.
- Processes reservations, new memberships, changes in status, insurance forms, and requests.
- Opens and/or closes the Membership Services till.
- Responds promptly to member inquiries and/or refers them to appropriate personnel.
- Communicates with members through various channels including online, in person and via phone.
- Stays up to date on the Y's products, services, schedules and processes to answer member questions and inform members of process and service changes as well as upcoming events.
- Distributes the mail and forwards phone calls to the appropriate person or department.
- Ensures that the lobby, including the membership desk and doors and windows are clean and routinely disinfected per health and safety protocols. Maintains the clean, professional and inviting look of the front of the building by periodically picking up trash and sweeping bark off the sidewalk.
- Ensures that the Information Kiosk is clean, well maintained and stocked with current materials.
- Ensures that the Membership Services desk is periodically disinfected, and stocked with requisite supplies such as tape and forms.
- Maintains and periodically checks that First Aid Kit and flashlights are ready for emergency use.
- Acknowledges and seeks support in resolving member complaints or concerns. Escalates issues as appropriate to their Lead or member of management.
- Keeps records of customer interactions, transactions, comments and complaints.
- Communicates and coordinates with colleagues, and works to improve efficiency of the customer service process.
- Ensures customer satisfaction and provides professional customer support.
- Performs other duties as assigned to meet the needs of the organization.

YMCA COMPETENCIES

Mission Advancement: Accepts and demonstrates the Y values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. 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:

- Proven computer skills, writing skills, attention to detail, accuracy and timeliness. Math skills.
- Experience working in an office/professional environment preferred.
- Previous customer service, sales or related experience preferred.
- Abilities to work well as a team, follow instructions and take initiative.
- Certifications required within 30 days of hire: CPR/AED, and First Aid.
- Excellent interpersonal skills.
- Ability to identify what needs to be done to ensure an efficient Membership Services operation
- Ability to be a calming influence, use good judgment and maintain professionalism in all interactions with members and staff, especially in challenging situations.
- Bilingual English – Spanish speaker preferred.
- Ability to work swing shift and weekends preferred.

Physical Demands:

Sufficient strength, agility and mobility to perform essential functions. Ability to plan, lead and participate in a range of activities in a variety of outdoor/indoor settings.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

This position description does not include every duty required of the employee, but serves as a general listing of expectations. This description does not constitute a contract for employment and may be changed at any time at the discretion of the employer.

The YMCA is an Equal Opportunity Employer committed to strengthening communities to effect lasting, meaningful change. The execution of our mission requires substantial engagement of our entire community and is only attainable when diversity and inclusion are core to our planning, programming, staffing, messaging, organizational structure and partnerships.

We are committed to recruiting, developing and retaining diverse talent from the entry level to the Executive level. We also understand the need to have systems in place and ongoing cultural competence training to ensure that all people feel a sense of belonging and safety in order to excel in their contribution. We aim to address the services we provide and the suppliers and community partnerships we seek and support through a diversity and inclusion lens. We will know that it is working when the most marginalized groups are thriving as an integral part of the organization.