



WALLA WALLA YMCA JOB DESCRIPTION

FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Job Title: **Membership Services Representative**
Reports to: **Membership Director**
Benefits: **Paid Sick Time & YMCA Membership**

Wage: **\$17.00 hour**
Status: **Part Time / Non-Exempt**
Updated: **August 2025**

POSITION SUMMARY:

Provides professional, knowledgeable and supportive customer service to Y members and guests. Serves as the Y's initial point of contact for membership and information regarding Y's programs and services.

ESSENTIAL FUNCTIONS:

Customer Service

- Serves as the Y's initial customer interface.
- Remains knowledgeable about all aspects of Y membership and guest policies, e.g., local and nation-wide membership, discounts, guests pass, programs, etc.
- Greet members and guests in a welcoming, professional manner; address their questions and concerns and assist with membership and program enrollment or other account actions.
- Uses the Y's customer relationship management tool, Daxko, to accurately record and update member information.
- Responds promptly to member telephone, email and in-person inquiries and/or refers them to appropriate personnel. Acknowledges and seeks support in resolving member complaints or concerns. Escalates issues as appropriate to management.
- Provides facility tours emphasizing the Y's mission and purpose as a nonprofit.

Membership Services

- Opens and/or closes the Membership Services till following established procedures.
- Distributes the mail and forwards phone calls to the appropriate person or department.
- Ensures signages at desk is accurate and current 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

Facility Presentation, Security and Emergency Support

- In emergency situations coordinates with management and first responders to safety and courteously evacuate the building and secure the facility.
- Maintains and periodically checks that First Aid Kit and flashlights are ready for emergency use; serves as liaison to first responders, including Y lifeguards and community EMTs.
- Ensure that the facility is secure at close of day and that all spaces are clear of members and guests; gates are locked, exterior doors are secured.
- Maintains the welcoming appearance of the Membership Services desk, the lobby and exterior front of the Y building Ensures that the lobby, including the membership desk and doors and windows are clean and routinely disinfected per Membership checklist. Maintains the clean, professional and inviting look of the exterior 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.

- As staffing permits, occasionally walks the facility to ensure adherence to policies and members and guest safety
- In emergency situations coordinates with management and first responders to safety and courteously evacuate the building and secure the facility.
- Maintains and periodically checks that First Aid Kit and flashlights are ready for emergency use; serves as liaison to first responders, including Y lifeguards and community EMTs.
- Opens and/or closes the Membership Services till following established procedures.
- 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.
- Performs other duties as assigned to meet the needs of the organization.

QUALIFICATIONS:

- Must be 18 years or older & pass background check.
- Exceptional customer service and effective communication skills required.
- Excellent computer experience (knowledge of Microsoft Word & Excel), excellent attention to detail, accuracy and timeliness. Strong math & analytical skills.
- Familiar with Google Wallet, QR codes, AI
- Experience working in an office setting or professional environment preferred.
- Abilities to work well as a team, follow instructions and problem solve.
- 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, guests and staff, especially in challenging situations.
- Bilingual Spanish speaker preferred.
- Certifications required within 30 days of hire: CPR/First Aid/AED (provided by employer).
- Work Schedule: Varies

PHYSICAL DEMANDS:

Sufficient agility & mobility to perform essential functions; sitting for long periods, walking short & long distances, bending, squatting, kneeling, reaching overhead, lifting up to 25lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

YMCA COMPETENCIES (Team Leader)

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 fundraising.

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. Establish 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.

The Y: We're for youth development, healthy living, and social responsibility.

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.

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 by connecting all people to their potential purpose and each other.