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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Glacial Community YMCA YMCA at Pabst Farms – Watertown Area YMCA Position Description

TITLE: Member Service Representative
DEPARTMENT: 01-Administration
STATUS: Non-exempt
REVISED: Apr-25

CHAIN-OF-COMMAND REPORTING:



POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living, and social responsibility. Deliver professional and positive customer service through relationship building, promotion and sales of Y programs and services. Welcomes new members by processing all membership paperwork and sales. Provide administrative assistance in maintaining membership and program registration records and assure positive service outcomes through leadership and guidance to other Member Service Representatives.

QUALIFICATIONS:

- Minimum 2 years' customer service and administrative experience or education in business administration, preferred.
- Attention to detail and accuracy, ability to work independently, and problem solve.
- Strong knowledge of computers, telephones, navigate software, basic office equipment, cash handling and professional written and verbal communication skills.
- Willingness to attend meetings, training, and obtain additional certification as requested.

ESSENTIAL FUNCTIONS:

- Provide a welcoming environment; professionally answering phones and greeting people entering or leaving with a smile and enthusiasm. Learn and use member names.
- Maintain relevant knowledge of all Y programs and services; promote participation and accurately respond to inquiries.
- Provide member service that includes, but is not limited to facility entry check-in, answering phones, membership and program registration, member inquiries, and end-of-shift balancing.
- Provide administrative assistance as assigned to the Membership Department, including but not limited to data entry, correspondence, producing reports, and records management.
- Possess knowledge of emergency procedures as they relate to calling 911, informing building supervisor/MOD of weather, medical, or facility emergencies and performing related functions as required by emergency staff.

YMCA COMPETENCIES (Leader):

Advancing Our Mission & Cause

- Serves others by intentionally welcoming, connecting, and supporting them, and inviting them to get involved and give back to the community.
- Recognizes and articulates that the Y is a not-for-profit, charitable organization committed to serving the entire community.
- Seeks to understand and support change efforts.
- Tells the Y story in regular interactions with members.
- Shows appreciation and respect for the time, talent, and contributions of all volunteers.

Building Relationships

- Develops and maintains positive relationships with volunteers, members or program participants, and colleagues at all levels of the organization.
- Interprets messages and body language effectively.
- Listens with the intent to understand the perspective of others by using appropriate communication methods, including open-ended questions.
- Responds to the individual needs of the other person.
- Creates a safe environment in which others feel welcome and respected.

Leading Operations

- Delivers a high-quality experience to members, participants, or project teams.
- Responds to challenges with possible solutions in a timely manner.
- Demonstrates up-to-date knowledge and skills in the technology associated with the job.
- Improvises quickly and appropriately when faced with unexpected circumstances.
- Serves with purpose and passion.

Developing & Inspiring People

- Acts in alignment with personal and organizational values in all situations.
- Remains calm and objective when under pressure or when challenged by others.
- Reflects on and learns from successes and mistakes.
- Proactively shares information, experiences, lessons learned, and suggestions to help others be more successful.
- Operates with openness and a willingness to receive ongoing feedback from all levels of the organization.

DISCLAIMER:

Other duties may be assigned to this position at the discretion of the reporting supervisor.

Performance evaluation, based on essential functions and competencies, will be conducted annually.

By signing this description, I acknowledge that I possess all the qualifications stated and am **able / unable** (circle one) to perform all essential functions without special assistance.

Employee Signature

Date