



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

**JAMES FAMILY PRESCOTT YMCA  
ASSOCIATION PERSONNEL  
POSITION DESCRIPTION**

Position Title: Member Service Representative

Reports To: Membership Director

General Function:

Provide effective service to YMCA Members, potential Members, program participants and staff through effective management of registration, communication and check-in services.

Know How:

- Must be certified in CPR and First Aid
- Must be friendly and personable
- Must have excellent people and phone skills
- Must have basic computer, typing, cash handling and filing skills
- Must be a flexible team player

Principle Activities:

- Greet the public in person with eye contact, a smile, proper body language and by name
- Greet all phone callers with a pleasant voice giving name and offering to help them.
- Provide prompt service at the Member Services Desk and Member Check-In.
- Provide correct up-to-date information to the public.
- Report all facility issues.
- Problem solve member complaints, asking for assistance from a supervisor when necessary.
- Conduct all member services in a polite, friendly, caring quick and accurate manner.
- Customers and fellow staff are treated with respect
- Facilitate membership exit surveys.
- Communicate daily with supervisor, directors and members.
- Process program registrations, memberships and payments accurately, honestly, and efficiently.
- Check-in Members, program participants, parents, observers, etc.
- Produce membership cards with photographs.
- Keep Member Services area, lobby and copy room neat, well maintained and organized.
- Keep adequate supply of program / membership information materials on hand.
- Balance cash receipts daily.
- Adhere to approved YMCA dress code.
- Read daily operation log for current information and stay updated on new programs and policies.
- Act as a flexible team member.
- Attend all required monthly staff trainings/meetings

### 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.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time. The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 20 pounds.
- 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.

### Effect on End Results:

- Members are happy and well-served with accurate information.
- Members have a great customer service experience
- Member complaints are kept at a minimum.