



Membership Services Representative (MSR I)

Title: Member Services Representative MSR I

Reports To: Member Services Coordinator

GENERAL FUNCTION: Member Services Representative staff are responsible for managing all front desk operations. Duties include answering multi-line phone system; greeting members first, by name; checking members in and out in a timely manner; taking cash, check and credit card payments all while providing exceptional customer service. Multi-tasking skills and an attention to detail are required. Basic computer skills are necessary, as well as the ability to type a minimum of 45 wpm. Serves as a champion of Activate America, the YMCA National initiative designed to combat the obesity epidemic in the U.S.

MINIMUM REQUIREMENTS:

- Be 18 years of age or older
- YMCA approved CPR/First Aid certification within 30 days of employment or first available training date
- Computer literate
- Ability to respond to safety and emergency situations

AREAS OF RESPONSIBILITY:

1. *Member Service*

- a. Ensure that all Member Services Representative activities are properly integrated to achieve quality customer service
- b. Effectively communicate member complaints/issues to the appropriate director
- c. Present a positive attitude and demeanor toward all members and staff
- d. Learn and use members' names
- e. Record messages in a legible and accurate manner and deliver to the proper person
- f. Maintain a working knowledge of all YMCA programs and events

2. *Work Ethic*

- a. Assist with the daily operations of the office (ie. answer phones, take program registrations and membership signups.)
- b. Assist all departments with various projects when time allows
- c. Work effectively in a team environment and independently
- d. Be organized, task-oriented with good follow through
- e. Wear approved YMCA uniform/apparel

3. *Additional Duties*

- a. Adhere to proper credit card, check-cashing and cash-handling policies and procedures
- b. Be responsible for daily till out of monies taken for the shift
- c. Read "What's New" book daily and be responsible for the information therein
- d. Attend mandatory monthly office staff meetings and trainings
- f. Know and follow all safety and emergency procedures
- g. Maintain the cleanliness and neatness of the front desk area
- h. Participate in the YMCA's Annual Power of Community Campaign.
- i. Promote volunteer recruitment and retention
- j. Notify appropriate person when supplies are low and need reordering

4. *Special Duties: Assigned according to hours/days worked*

- a. Know and follow Member Services Representative Manual Procedures
- c. Process incoming membership applications
- e. Receive and process program registrations.

- f. Track and submit monthly Olympic Medical Center Visitor totals to OMC
- g. Organize and manage lost & found
- h. Work with membership director as a team leader once a quarter

- **Supports the Mission, Vision and Direction of the YMCA:** Understands and supports the mission of the YMCA; displays the YMCA values of Caring, Respect, Responsibility and Honesty as well as displays flexibility and the ability to accept change. Is willing to try new methods and make suggestions. Shows a strong commitment to the YMCA, conveys enthusiasm for the YMCA and for his/her work.
- **Builds Community:** Understands and embraces the role of volunteers; helps members and participants make connections to others and to the YMCA; practices effective relationship building techniques; supports the role of fund-raising in achieving the YMCA mission.
- **Provides A Quality Experience For Members, Participants, Internal Customers and Others:** Possesses the ability to deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; looks for better ways to serve and involve members, participants, internal customers and others.
- **Works Productively:** Demonstrates responsible actions; consistently performs duties in a safe and conscientious manner within agreed upon timeframes; follows standards, policies and procedures; is reliable and consistently punctual; actively participates in staff meetings, required trainings and other work related activities; uses good judgment; uses YMCA resources appropriately and efficiently.
- **Uses Effective Personal Behaviors/Communicates Effectively:** Treats everyone with courtesy, respect and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people; demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

