



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

JOB DESCRIPTION

Job Title: Member Engagement Representative

FLSA Status: Non-Exempt

Status: Part-Time Nights and Weekends

Reports to: Member Engagement Director

POSITION SUMMARY:

Promote a positive, professional, and welcoming atmosphere by providing excellent customer service and exemplifying our YMCA values. Enthusiastically greet members and guests as they come into the YMCA. Provide friendly and efficient service while assisting members and community members.

ESSENTIAL FUNCTIONS:

- Greet and assist all members, potential members, and staff in a courteous, professional, and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities. Strive to enrich their YMCA experience by introducing them to new programs, staff, members, and volunteer activities.
- Answer the telephone, provide requested information, direct calls, and receive accurate messages.
- Provide membership information and requirements in an accurate and courteous manner.
- Assist existing and prospective members regarding their individual membership needs.
- Respond to members' needs. Contact appropriate personnel when necessary. Handle complaints in a courteous manner. Resolve customer service problems.
- Assist with Membership and Financial Assistance applications using guest kiosk.
- Assist with reservations for court reserve, lap swimming and family fun pool reservations.
- Process new members, issue guest passes and register members for programs and services, as needed.
- Follow proper procedures for group memberships, short-term memberships and guests who come in the facility. Follow identification requirements and guest guidelines.
- Maintain a working knowledge of Emergency Action Plan and act as the control center during emergency situations.

REQUIRED SKILLS

- Strong interpersonal skills with the ability to communicate effectively with people from diverse racial, ethnic, socioeconomic and gender diverse communities.
- Demonstrated ability to solve problems and manage conflict.
- Strong organizational skills, with the ability to manage multiple priorities.
- Ability to work independently and as a member of a highly integrated and diverse team.
- Obtain an understanding of the YMCA's mission, goals, objectives, and programs to better relay this information to members.

QUALIFICATIONS:

- Knowledge of YMCA of ACRC Code of Conduct, Procedures and Policies.
- Demonstrated skills in customer service, public relations, organizational skills, communications, and computer knowledge.
- Demonstrated professionalism in both attitude and appearance.

- Ability to work nights and weekends to accommodate YMCA at ACRC hours of operations.

YMCA COMPETENCIES:

Mission Advancement: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives.

Collaboration: Champions inclusion activities, strategies, and initiatives. Build relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailor communications to the appropriate audience.

Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement with the team.

Personal Growth: Shares new insights. Facilitates change; models adaptability and awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance.