



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

Job Title: Membership Representative

Reports to: HR & Membership Director

Schedule: PT/15-20hrs/week- 2 weeknights 4-8pm and every other weekend varied shift

- **Bonus:** \$250 sign-on bonus!

Employee Benefits

- Retirement Plan – 100% company-funded after 1 year of employment and meeting qualified hours.
- YMCA Membership – Free membership plus 24/7 facility access with FOB.
- Lesson Discounts – Reduced rates for all children enrolled in swim lessons, gymnastics, and tennis lessons.

POSITION SUMMARY

The **Membership Representative** is responsible for providing exceptional service to all members, guests, and program participants in alignment with the mission and core values of the YMCA. This position serves as the first point of contact for individuals entering the facility, creating a welcoming and inclusive environment that promotes member engagement, satisfaction, and retention.

The Membership Representative handles membership inquiries, registrations, payments, and program information while maintaining accurate records and ensuring adherence to YMCA policies and procedures. This position plays a key role in connecting individuals and families to programs that support healthy living, youth development, and social responsibility, contributing to a positive and mission-driven member experience.

ESSENTIAL FUNCTIONS

- Provide a welcoming hello and a fond farewell to all members, guests, and staff in a friendly, courteous, and professional manner.
- Offer information about YMCA programs, services, and memberships, ensuring every interaction reflects the Y's core values of caring, honesty, respect, and responsibility.
- Process membership registration, renewals, upgrades, cancellations, and account updates. Educate prospective members on membership options, benefits, and financial assistance opportunities.
- Process payments for membership dues, program registrations, and other services. Maintain accurate and confidential records of member information, transactions, and attendance in the YMCA database.
- Build positive, lasting relationships with members and guests. Encourage participation in YMCA programs and activities, follow up on member concerns, and help ensure overall satisfaction and retention.
- Answer phones, respond to inquiries, and process membership and program registrations accurately. Maintain a clean, organized, and welcoming front desk area.
- Monitor building access, check in members and guests, and verify proper authorization for facility use. Maintain awareness of the facility environment and respond appropriately to incidents or emergencies.
- Follow YMCA financial procedures for cash handling, including accurately counting cash bags, completing shift closeout transactions, and securely dropping deposits.
- Work closely with fellow front desk staff, program coordinators, and leadership to ensure seamless daily operations and a consistent member experience.

- Relay important information effectively across departments to support accurate scheduling, program promotion, and member follow-up.
- Document and report all significant behaviors, incidents, and disciplinary actions in accordance with YMCA behavior management procedures.
- Attend and actively participate in required staff meetings and training sessions to stay current with YMCA policies, procedures, and programs.
- Perform other duties as assigned by the HR & Membership Director or management team to support the success of the Membership Department and the YMCA's mission of strengthening community.

QUALIFICATIONS

- Must be at least **18 years of age**.
- High school diploma or equivalent required.

KNOWLEDGE EXPERIENCE

Must have the ability to demonstrate and/or show competence in the following areas:

- Demonstrated experience providing outstanding customer service, preferably in membership, hospitality, or nonprofit environment.
- Strong communication and interpersonal skills with the ability to interact professionally and courteously with members, guests, and staff of all backgrounds.
- Knowledge of membership sales, program registration, and cash handling procedures, with attention to accuracy and confidentiality.
- Proven ability to resolve conflicts and handle member concerns in a calm, solution-oriented manner.
- Familiarity with YMCA operations and programs.
- Demonstrated computer literacy and proficiency in YMCA systems and related software, including, scheduling tools, YMCA website, and membership databases.
- Ability to multi-task, prioritize, and maintain professionalism in a busy, fast-paced environment.
- Experience working both independently and collaboratively as part of a team, modeling reliability and strong work ethic.
- Commitment to upholding YMCA core values of caring, honesty, respect, and responsibility in all interactions.

WORK ENVIRONMENT & PHYSICAL DEMAND

- This position operates primarily in a member service environment at the YMCA front desk, involving frequent interaction with members, guests, and staff.
- Must be able to stand, sit, bend, and move for extended periods while greeting and assisting members, processing transactions, or performing administrative tasks.
- Requires frequent use of computers, telephones, point-of-sale systems, and other standard office equipment.
- Must be able to communicate clearly and professionally, both in person and over the phone, in a busy and sometimes noisy environment.
- Must be able to stand, sit, bend, and move for extended periods while greeting and assisting members, processing transactions, or performing administrative tasks.
- Requires frequent use of computers, telephones, point-of-sale systems, and other standard office equipment.
- Must be able to communicate clearly and professionally, both in person and over the phone, in a busy and sometimes noisy environment.
- Must possess adequate hearing and visual acuity to recognize and respond to member inquiries, safety concerns, and facility activity.
- May occasionally need to lift or move items up to 50 pounds, such as membership materials, cleaning supplies, or promotional displays.
- Work schedule may include evenings, weekends, and holidays based on YMCA operational needs.
- Must be able to multi-task in a fast-paced environment while maintaining a positive and welcoming demeanor that reflects the YMCA's values.
- CPR & AED certification is required and must be completed within 90 days of hire.
- Must complete YMCA-required abuse prevention and mandatory reporting training within 30 days of hire and remain current with all ongoing compliance training.