



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

Part Time Membership Representative

Starting Wage: \$13/hour – 15hrs/wk

FREE YMCA Membership and 24/7 Access

Work Hours: Wednesday & Thursday 4pm-8pm, Friday 2pm-6pm and every other weekend 930a-12 or 12pm-6pm

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.
- Attend and actively participate in required staff meetings and training sessions to stay current with YMCA policies, procedures, and programs.

QUALIFICATIONS

- Must be at least **18 years of age**.
- High school diploma or equivalent required.
- Minimum of one year of customer service, sales, or front desk experience preferred.

PHYSICAL DEMANDS

- Ability to lift equipment up to 50 pounds
- CPR & AED certification is required and must be completed within 90 days of hire. (YMCA holds class-No Cost to employees)