



YMCA BUFFALO NIAGARA
JOB DESCRIPTION



TITLE: Member Service Representative

BRANCH: Delaware

INCUMBENT: _____

DEPARTMENT: Administration

REPORTS TO: Office Manager

GRADE: _____

DATE _____

RANGE: _____

GENERAL FUNCTION:

Under the general direction of the Office Manager, the Member Service Representative provides outstanding member service to both internal and external members. The representative will communicate program and membership information, perform sales tasks and maintain facility control and security.

QUALIFICATIONS:

The incumbent for this position must have previous work experience in a customer oriented/sales environment. Excellent customer service and verbal communications skills are required. The successful candidate must maintain a professional appearance and must demonstrate a positive attitude. The ability to exercise discretion and tact when presenting information and/or receiving complaints is essential to the position, as well as the ability to perform multiple tasks during high volume periods.

The incumbent must successfully complete the YMCA's New Employee Orientation and Child Abuse Prevention Training prior to employment. Protivity training must be successfully completed within 30 days of employment.

JOB SEGMENTS:

1. Deliver outstanding member service to both internal and external members.
2. Perform selling tasks. Responsible to meet or exceed member enrollment and retention targets.

2. Receive telephone calls, Take accurate messages and Route calls to proper staff.
3. Interpret and Provide service information and Provide facility tours.
5. Record sales and registrations according to Association procedures.
6. Maintain facility control and security by Checking membership cards, Maintaining sign-in sheets and Issuing equipment and/or keys.
7. Carry Out risk management and emergency procedures in accordance with Association guidelines, Complete and File necessary paperwork.
8. Participate as a team member during special promotions and annual campaigns.
9. Attend training sessions and staff meetings as required.
10. Perform other duties as assigned. Support office staff when necessary.

EFFECT ON END RESULT:

1. A growing membership base with a high membership retention rate.
2. Efficient and professional member service operations.
3. The delivery of high quality member service and communications to both internal and external members.

Employee

Date

Supervisor

Date