

# YMCA BUFFALO NIAGARA

## Job Description

**TITLE:** Member Service Representative

**BRANCH:** Ken-Ton

**INCUMBENT:** \_\_\_\_\_

**DEPARTMENT:** Administration

**REPORTS TO:** Office Manager

**GRADE:** Part Time

**DATE:** April 2011

**RANGE:** \_\_\_\_\_

### **GENERAL FUNCTION:**

Under the 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 be a high school graduate with a minimum of 1-3 years 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.

### **JOB SEGMENTS:**

1. Delivers outstanding member service to both internal and external members.
2. Receive telephone calls, Take accurate messages and Route calls to proper staff.

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

**EFFECT ON END RESULT:**

1. A growing membership base with a high membership renewal 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
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