

Rye YMCA Member Services Representative (Part-Time)

November 29, 2021

POSITION SUMMARY:

Under the supervision of the Rye YMCA Membership Operations Director, the Membership Services Representative (MSR) is responsible for ensuring that the daily operation of the membership desk is of high quality. The MSR will be responsible for providing leadership with implementing Listen First interaction, Expect the Best policies, and will serve as a role model for all front-line staff. The MSR will connect with members and work with staff to ensure that high level customer service is provided at the membership desk as directed by the Membership Operations Director.

ESSENTIAL FUNCTIONS:

- Provides excellent customer service to members, guests, and participants onsite as well as on the phone, including, but not limited to, making sure the association-wide customer service initiative, **Expect the Best** is adhered to in order to contribute to member retention.
- Performs data entry and transactions in a Membership Management Software system, Daxko Operations.
- Assists with interviews and cause-driven tours to prospective members; performs the sale of memberships by asking people to “join our cause”. Ability to communicate the overall value of belonging to the Y and the benefits of the branch and the Y as a whole.
- Provides exceptional relationship building by focusing on our four service and engagement principles providing experiences that foster loyalty to the Y and commitment to its mission, cause and values.
- Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
- Applies and follows all YMCA policies and procedures dealing with member services.
- Ensures organization of Membership and Front Desk areas including replenishing schedules, promotional materials, filing, etc.
- Knowledge of programs and services provided along with familiarity with all YMCA publishing’s, i.e. Program guides, camp guides, marketing materials, etc.
- Maintain privacy requirements by not sharing personal information about members and participants including but not limited to phone numbers, addresses, program participation, financial information and personal/financial situations.
- Attends all staff meetings, training and workshops as scheduled.

QUALIFICATIONS:

- High school diploma
- Evidence of strong relationship building skills and outstanding communication skills
- Excellent computer skills, preferred experience with membership software
- Trained or willingness to complete the following: Introductions the Y’s Cause & Culture, Foundations of Listen First, Cause-Driven Tours and the Y’s Way to Service & Engagement
- Ability to read and interpret documents such as safety rules, business reports, and procedure manuals as necessary
- Ability to write routine reports and correspondence and to speak effectively before members or employees of the Rye Y and the public is required
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists is required
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Ability to be flexible with scheduling, including but not limited to evening and weekend shifts is required
- Bilingual ability is a significant asset

WORK SCHEDULE:

- Flexible hours needed during afternoons, evenings, and weekends (must work a Saturday or Sunday shift). 4-9pm or 5-9pm weekdays and either Saturday or Sunday each week.
- Weekly hours not to exceed 25