



## **JOB DESCRIPTION**

### **YMCA OF METROPOLITAN LOS ANGELES**

Job Title: Membership Service Representative  
FLSA Status: Non Exempt  
Status: Part-Time  
Competency Level: Leader

Reports To:  
Job Grade: N-60  
Start Date:

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#### **POSITION SUMMARY**

The Membership Service Representative is responsible for providing a warm and welcoming atmosphere for members, participants and guest while providing and helpful information and excellent customer service. This position is responsible for all aspects of membership relations, including new member management, member satisfaction and member retention.

#### **MINIMUM QUALIFICATIONS**

- **EDUCATION:** high school diploma or equivalent
- **SPECIALIZED SKILLS:** Strong character values; communication skills; Basic computer skills and working knowledge of M/S Office
- **RELATED EXPERIENCE:** Customer service experience
- **AVAILABILITY:** Must be available to work a minimum of 15 hours per week

#### **WORK ENVIRONMENT/MINIMUM PHYSICAL REQUIREMENTS**

- You must have the physical, visual, and auditory ability to perform the essential functions of the job with or without reasonable accommodations.

#### **ESSENTIAL FUNCTIONS**

##### Program Delivery

1. Create a welcoming environment for all by warmly greeting all members and guests.
2. Provide excellent customer service to members, guests, and program participants.
3. Ensure all membership and program enrollments are accurately processed ensuring all member information is current, by confirming contact information during enrollment.
4. Process program registrations, payments, and membership enrollments.
5. Respond to inquiries by providing accurate and thorough information at all times while on the phone or conducting an interview.
6. Provide access control by confirming that all membership cards are scanned upon entry to ensure membership is active and up to date. This includes checking to ensure photo on membership card matches individual entering the facility as well as checking Member Access Notes to resolve any outstanding matters when necessary.
7. Provide supplementary support to Membership Sales Team when necessary, including:
  - a. Providing over the phone and in-person prospective member interviews, and provide welcoming and thorough tours. Close all interviews/tours with an invitation to join the YMCA.

##### Member Engagement

8. Respond promptly and courteously to all member complaints, compliments and inquiries while following the appropriate procedures at all times.
9. Understand and be able to discuss and promote all YMCA programs. Inform members of YMCA programs that will meet their changing needs and interests.
10. Engage with members regarding their participation in YMCA Programs, Annual Support Campaign, and special events.



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11. Offer possible options when members inquire into cancellations, while following all appropriate procedures.

#### Administration & Compliance

12. Comply with and enforce Code of Conduct, Dress Code, Cell Phone, AWAY, Member Guest and Guest Pass policies, and administrate member issues as they arise. Positively interpret these policies to members.
13. Follow daily cash handling procedures when processing payments and end of day reconciliation
14. **Attend** staff meetings and trainings as required.
15. **Uphold** YMCA policies for safety, supervision, mandated reporting and risk management.
16. **Demonstrate** the Six Pillars of Character (Trustworthiness, Citizenship, Respect, Responsibility, Caring, Fairness) as well as the YMCA Core Values of caring, respect, honesty and responsibility in all dealings with members, guests, volunteers and fellow staff.
17. **Demonstrate** competencies in and willingness to develop in the Cause Driven Leadership areas of mission advancement, collaboration, operational effectiveness and personal growth.
18. All other duties as assigned by your supervisor.

#### **YMCA LEADERSHIP COMPETENCIES**

The Y's Leadership Competency Model is comprised of 18 leadership competencies (leadership knowledge, skills, and behaviors required for success in the Y), organized by the four disciplines of cause-driven leadership:

- **Mission Advancement-** advancing the Y's promise to strengthen community  
Competencies include: Values, Community, Volunteerism, Philanthropy
- **Collaboration-** working with, understanding and developing others  
Competencies Include: Inclusion, Relationships, Influence, Communication, Developing Others
- **Operational Effectiveness:** ensuring relevance, effectiveness, and sustainability  
Competencies include: Decision Making, Innovation, Project Management, Finance, Quality Results
- **Personal Growth-** developing continually to adapt to new challenges  
Competencies include: Self Development, Change Capacity, Emotional Maturity, Functional Expertise

While all competencies are significant the following are critical to success in this position:

- Values
- Communication
- Decision-Making
- Emotional Maturity



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### **ACKNOWLEDGEMENT**

The statements in this job description are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_

*This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.*