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MANITOWOC-TWO RIVERS YMCA JOB DESCRIPTION

Job Title: **Membership Representative**

FLSA Status: Nonexempt-Hourly Part Time

Every Other Weekend, 1 Night/week

Pay Rate: \$12.36

Reports to: Membership Director

Benefits: Free YMCA Household Membership, Free 24/7 for 19 year olds, discounted program fees.

POSITION SUMMARY:

As a YMCA Membership Representative at the front desk, you will be the first point of contact for members, guests, and prospective members. Your primary role is to provide excellent customer service, assist with membership inquiries, and ensure the smooth operation of the front desk. You will help foster a welcoming and positive environment for all visitors while supporting the mission and goals of the YMCA. Membership Services staff respond to member and guest needs and promotes memberships and programs.

ESSENTIAL FUNCTIONS:

- **Customer Service:** Greet members, guests, and staff in a friendly and professional manner. Address member inquiries and provide information about YMCA programs, services, and memberships.
- **Membership Services:** Assist with membership registration, renewals, upgrades, and cancellations. Help prospective members understand membership options and benefits.
- **Front Desk Operations:** Answer phones, handle general inquiries, and process membership and program registrations. Maintain a clean and organized front desk area.
- **Administrative Support:** Process payments for membership dues, program registrations, and other services. Maintain accurate records of member information and transactions.
- **Event and Program Support:** Assist with promoting YMCA programs, events, and special activities. Help register participants and provide general event support as needed.
- **Member Engagement:** Build positive relationships with members and guests, encouraging participation in YMCA programs and activities. Provide excellent customer service and follow up on member concerns.

YMCA JOB DESCRIPTION FOR MEMBERSHIP SERVICES

- **Safety and Security:** Ensure a safe environment for all members and guests. Monitor building access, check-in members, and ensure proper authorization for access to certain areas.
- **Team Collaboration:** Work closely with other front desk staff, program coordinators, and the management team to ensure a smooth operation and provide excellent service.

QUALIFICATIONS:

1. High school diploma or equivalent.
2. At Least 18 years of age.
3. Previous customer service or front desk experience.
4. Excellent communication skills, both verbal and written.
5. Strong organizational and multitasking abilities.
6. Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
7. Basic computer skills.
8. Friendly, approachable, and professional demeanor.
9. Ability to work flexible hours, including evenings and weekends.
10. Excellent interpersonal and problem-solving skills.
11. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
12. CPR/AED and First Aid Certifications required within 30 days of hire.

PHYSICAL DEMANDS

- Ability to sit or stand for extended periods of time.
- The employee is regularly required to monitor all areas of the Y, engaging with Y members where they are using the facilities; must be able to move around the Y.
- Ability to remain active and interact with members and guests for extended periods.
- The employee must occasionally lift and/or move up to 25 pounds.