



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

MEMBER SERVICES LEAD

Full Time

Position Summary:

This lead position is responsible for ensuring excellent service as a top priority to all members, guests, and program participants while working alongside the Member Service team at the Welcome Center. Candidate will not only build relationships by greeting members and guests, but will also be responsible for problem solving to best serve members.

Essential Functions:

- Respond to member and guest needs, promotes and sells membership and programs.
- Provide member services such as tours, answer and direct phone calls, provide program information and registration, input membership/program information into computer, accurately accept payment and balance close-out at end of shift.
- Assist Membership Director and Membership team with implementation of member retention initiatives and promotions, ensuring timeliness and consistency.
- Play a leadership role in providing excellent service to members and staff.
- Work closely with the Membership Director and Membership Coordinator on continual process improvement for Welcome Center operations.
- Handle and solve member inquiries, concerns and complaints.
- Provide work direction for part time Member Service team. Assist in shift coverage for the Welcome Center as needed.
- Assist in back office duties such as filing and maintaining member records.
- Attend community events to promote the YMCA and all of its services.
- Accept and demonstrate the positive character values of caring, honesty, respect and responsibility.
- Develop meaningful and sustainable relationships with members, donors and volunteers.
- Always wear appropriate attire as listed under the dress code policy with name badge. Maintains clean and professional appearance for self and the facility.
- Volunteer in Membership Department or staff events twice per year.
- Carry out all other duties as assigned.

Education and Requirements:

Minimum of 2 years experience in customer service or related job experience.

Must be 18 years of age or older with a High School Diploma/GED.

Bilingual a plus.

Must possess strong communication, problem solving, interpersonal and organizational skills.

Experience and proven success with multi-tasking, problem solving and conflict resolution.

Knowledge and experience of cash receipting.

Computer skills and knowledge of Microsoft Word, Excel, and Publisher.

Must be self-directed and motivated.

Willingness to work with people of diverse backgrounds.

Must be able to lift 30 pounds.

Please send applications and resumes to

Stephanie Blumenberg, Membership Director (E) sb@middletownymca.org

YMCA of Middletown

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