

## **Job Title: Full-Time Member Services Representative, YMCA of Middletown**

### **Job Description:**

The YMCA of Middletown is looking for a Full-Time Member Services Representative to work at the Welcome Center. Role is for someone that is friendly, outgoing and has experience and proven success with multi-tasking, cash handling and problem solving. **Candidates must have flexibility during the weekday, weeknight and weekends as shifts vary.**

### **Essential Functions:**

- Models excellent customer service; behaves and leads in a manner that promotes member and guest engagement.
- Promote YMCA Membership and Programs.
- Accurately collect and input membership/program information into the computer.
- Maintaining access control during member and guest check-in.
- Answering member phone calls and in-person transactions.
- Accurately accept payment and balance close-out at the end of shift.
- Make every effort necessary to create a great Y experience and increase member retention.
- Assists in providing cause-driven member tours.
- Volunteer at two YMCA community events per year.
- Various clerical duties assigned.

### **Required Experience/Education and Physical Demands:**

- 2 or more years in customer service/clerical
- At least one year of experience in data entry, cash and phone handling
- Excellent communication, interpersonal, organizational and problem solving skills
- High school diploma or equivalent
- Basic computer skills and experience with Microsoft programs
- Must be able to lift 30 pounds
- Bilingual a plus

### **Benefits for this position:**

- Retirement\*
- Individual Health Insurance\*
- 7 paid holidays
- 6 paid sick days
- One week of paid vacation
- Free Family Membership to the YMCA of Middletown and all of its branches
- Program discounts
- A fun and family-oriented environment

**Salary: \$11-\$13 based on experience**

### **To Apply:**

Please send application and resume to Stephanie Blumenberg at [sb@middletownymca.org](mailto:sb@middletownymca.org) or mail to: 81 Highland Avenue, Middletown, NY 10940

\*Please see administration for details and qualifications.