



**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:

- Responds 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 team with implementation of member retention initiatives and promotions, ensuring timeliness and consistency.
- Play a leadership role in providing excellent service to members and guests.
- Work closely with the Membership Coordinator and Membership Director on the continual process of improving Welcome Center operations.
- Provide work direction for part time Member Service Team. Train new hires in the Member Services Department.
- Handle and solve member inquiries, concerns and complaints.
- Assist in shift coverage for the Welcome Center as needed and during peak program/membership times, nights and weekend shifts required.
- 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, a minimum of twice per year.
- Participate in, promote and support the YMCA annual campaign fundraising efforts and fundraising events.
- Carry out all other duties as assigned.

Job Requirements:

The MS Lead must demonstrate a personal commitment to the mission of the YMCA. This position requires a person who has a minimum of two years in customer service experience and also has experience and proven success with multi-tasking. A bilingual speaking candidate is a plus. Must demonstrate strong problem solving skills and an ability to work effectively with diverse populations. This position requires good organizational skills, strong human relation skills, good communication skills (verbal and written), willingness to adapt to change and knowledge about YMCA operational procedures and programs. This person must have sales experience, knowledge and experience of cash handling and a working knowledge of operating computers. Must be able to lift 30 pounds. The ability to establish and maintain relationships with staff, volunteers, members and community is essential.

Benefits: Retirement Plan (once eligible) – Free Family Membership – Program Discounts – Single Health Benefits – Paid Vacation & Sick Time (once accrued) – Family Friendly Work Environment

Salary: \$13-\$15

Please send applications and resumes to

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

YMCA of Middletown, 81 Highland Avenue, Middletown, NY 10940

www.middletownymca.org