



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

## **YMCA JOB DESCRIPTION**

**Job Title:** Member Service Rep  
**Reports to:** Membership Director

**FLSA Status:** Non-Exempt

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### **POSITION SUMMARY:**

Under the direction of the Membership Director the Member Service Representative ensures a positive initial engagement experience for all who enter the YMCA, making an effort to connect them with appropriate staff and fellow members. The position is responsible for demonstrating YMCA leadership competencies to ensure the mission, purpose, image and core values of the YMCA of Middletown is conveyed.

### **QUALIFICATIONS:**

- Must be at least 18 years of age and possess a high school diploma or GED.
- Proir experience working in a high volume, member-focused environment.
- Possess excellent interpersonal and communication skills.
- Basic computer skills are essential.
- Must possess CPR/AED and First Aid certifications or have the ability within 60 days of employment.

### **ESSENTIAL FUNCTIONS:**

- Ensure a positive initial engagement experience for all who enter the YMCA.
- Answer phone within three rings using the proper YMCA greeting, and takes complete messages.
- Scan all membership ID cards and ensure membership is current.
- Engage prospective members and has the ability to sell memberships, and programs.
- Efficiently and accurately answer questions and complaints from members and the general public both in person and over the telephone.
- Is familiar with and carries out emergency procedures, building rules and regulations.
- Responsible for all monies received on assigned shift and ensures that they are accurately recorded and locked in the safe.
- Keep accurate, detailed records of all transactions, incident reports and other necessary documentation; reconciles all cash, check and charge transactions to balance shift report.
- Maintain a well-presented facility with a high level of responsiveness in regards to cleanliness and repair.
- Attend all required meetings and training.
- Maintain required certifications.
- All other duties as assigned.



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**PHYSICAL REQUIREMENTS:**

- Must be able to stand for the duration of the shift.
- Must be able to bend and stoop occasionally
- Must be able to lift 15 pounds occasionally

**EFFECT ON END RESULT:**

With consistent focus and delivery of the core operating objectives and good to great expectations, the YMCA will be recognized by the community as providing excellent service to all who walk through our doors or contact us on the phone. The YMCA will effectively connect and build relationships with its members and the community, resulting in continued growth in membership, programs and special services.

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**Signature**

**Date**