



NOW HIRING

Membership Specialist

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area. Responsibilities entail multi-tasking the Clerical and Data Entry of memberships, Silver Sneakers applicants, Programs, Swim lessons, etc. Must be capable of operating a multi-line Phone System, and keeping track of potential member and guest visits.

ESSENTIAL FUNCTIONS

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention. Must be cordial, cheerful, and greet all members, guests, program participants, & other staff and be attentive to their overall needs.
2. Builds relationships with members; helps members connect with one another and the YMCA.
3. Must be capable of Multi-Tasking, operating a computer, and our Daxko software.
4. Must have knowledge of memberships, programs, and ability to explain upon request.
5. Receipting Sales and Purchases. Each Team Member is responsible for maintaining adequate count and record of cash flow. Every cash drawer should be counted, balanced, and recorded at the beginning and end of each shift.
6. Answer all incoming calls and refer calls to specified people or departments. Always be sure to greet your caller in a professional manner and announce who you are when answering the phone.
7. Must be capable to process all overall clerical and data entry tasks pertaining to Membership.
8. Must maintain adequate records for Members, Court Reservations, Guest Visits, Program Registrations, Equipment Checkouts, towel rentals, and all snack bar sales, etc.
9. Open and Close the building as scheduled. Follow all Opening and Closing Procedures.
10. Register Participants for Swim Classes and any other Scheduled Programs.
11. Hand out towels and/or equipment; Monitor the locker rooms as required.

QUALIFICATIONS

- Certifications required within 30 days of hire: CPR/AED, and First Aid.
- Excellent interpersonal and problem solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Previous customer service, sales or related experience.
- Basic knowledge of computers.

WORK ENVIRONMENT & PHYSICAL DEMANDS

While performing the duties of this job, the employee is often required to: climb stairs, bend, stoop, kneel, twist, reach with hands, sit, stand for an extended period of time, walk, lift and/or move up to 50 pounds, have finger dexterity, grasp, perform repetitive motions, talk, hear and have visual acuity.