

The Cane Bay Family YMCA Membership Representative Job Description

Job Title: Membership Representative

FLSA Status: Non-Exempt

Reports to: Membership Director

Schedule: Varies

Salary Range:

Revision Date: April 2025

Position Summary:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening the community through youth development, healthy living, and social responsibility. The membership representative at the Can Bay Family YMCA maintains a supportive, positive atmosphere that welcomes and respects all individuals. The Membership representative responds to member and guest needs and promotes memberships and programs.

Our Culture:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming;** we are open to all. We are a place where you can belong and become. **We are genuine;** we value you and embrace your individuality. **We are hopeful;** we believe in you and your potential to become a catalyst in the world. **We are nurturing;** we support you in your journey to develop your full potential. **We are determined;** above all else, we are on a relentless quest to make our community stronger, beginning with you.

Essential Functions:

- Responds to the individual needs of the other person
- Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention. Maintains cleanliness and organization of the lobby area
- Conduct interviews and/tours responsive to the needs of prospective members, and sell memberships
- Develops and maintains positive relationships with volunteers and members and helps members connect and the Y
- Serves others by intentionally welcoming, connecting, and supporting members and inviting them to get involved and give back to the community
- Handles and resolves membership concerns and informs the supervisor of unusual situations or unresolved issues
- Applies all YMCA policies dealing with member services
- May monitor the locker rooms as required

Leadership Competencies:

- Communication and influence
- Engaging community

Qualifications

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

Work Environment and Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust
- The noise level in the work environment is usually moderate

Employee Acknowledgement

I have received, reviewed, and fully understand my job duties and responsibilities as outlined above. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described. This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.