



PHILADELPHIA FREEDOM VALLEY JOB DESCRIPTION

JOB TITLE: Member Service Representative II
LEVEL: 4

JOB CODE: 4020P/4050F
FLSA STATUS: Non-Exempt

POSITION PURPOSE

The Member Service Representative II is expected to greet and welcome all constituents of the YMCA and develop relationships that ensure member retention and satisfaction; provide interviews and tours to potential members and establish the benefits of the YMCA that meet their individual needs; assist them in registering for programs by performing a variety of transactions to maintain member records, program registration, cash receipting, credits, and financial assistance; provide accurate information regarding programs, membership options, and schedules; ensure a positive member experience.

ESSENTIAL FUNCTIONS

- Report to work on time with a positive, friendly attitude.
- Greet and welcome all individuals, handle incoming calls and follow up calls in a friendly manner using prescribed greeting.
- Maintain a friendly rapport with members and create a positive and inclusive environment for all.
- Scan members' cards and greet incoming members, monitor and control access to the facility.
- Demonstrate effective skills to interview prospective members, sell a membership, and enroll the constituent using established procedures.
- Demonstrate competence in completing program registration using established procedures with accuracy and timeliness.
- Demonstrate competency in selling and managing more complex transactions including Camp registration and childcare.
- Balance receipts at end of shift.
- Assist with implementing member special events, name tag weeks and appreciation and special activities.
- Provide guidance and leadership to assist with training less experienced staff.
- Maintain branch cleanliness, appearance and safety through periodic rounds using established procedures.
- Take responsibility at the beginning of the shift to check all communication & memos for daily updates, verify cash, check that member communication materials are stocked and work area is neat.
- Provide detailed, accurate and timely information on schedules, costs, waiting lists, programs and facility information.
- Accurately complete required paperwork including, but not limited to, membership applications, time cards, incident reports and bank draft forms.
- Know and enforce established branch policies; ensure that members are aware of policies and procedures.
- Prepare reports as required.
- Open/Close branch according to established procedures, as required.
- Alert supervisor of needed equipment and supplies before there are none.
- When unable to work, secure proper coverage, notify supervisor and complete necessary paperwork.
- Adhere to safety guidelines and practices at all times.
- Exhibit professional demeanor and body language at all times.

- Take initiative to complete clerical duties, follow up items or any other necessary tasks to keep the welcome center running efficiently.
- Respond to member questions, concerns and conflicts in an accurate, timely and appropriate manner.
- Communicate to supervisor any areas that raise concern from members or constituents.
- Ensure that members know that we care about their having a quality experience at the Y.
- Perform other related duties as required.
- Attend staff meetings as scheduled.

OTHER DUTIES AND RESPONSIBILITIES

- All Philadelphia Freedom Valley YMCA Staff is responsible for the following:
 - Maintaining a clean, well-groomed appearance while on duty and keeping in compliance with the Association and Department Dress Code Policy
 - A continued commitment to member satisfaction by ensuring excellent Member Experience
 - Maintaining the safety of all members and staff by identifying and correcting risk situations, writing incident reports, etc.
 - Ensuring the overall cleanliness of the facility
 - A commitment to Diversity and Inclusion
 - Keeping the children in the care of the PFVY and participating in programming within the branches safe from harm and reporting signs and suspicions of abuse when necessary to the requisite state agency

ENVIRONMENTAL CONDITIONS

Office environment with some exposure to noise

PHYSICAL REQUIREMENTS

Ability to express or exchange ideas by means of spoken word to impart oral information and to convey detailed, spoken instructions to staff, members, and volunteers accurately, quickly, and loudly; ability to perceive the nature of sounds by ear; ability to sit or stand for long periods of time; ability to lift up to 25 pounds; ability to clearly see at 20 inches or less and 20 feet or more

REQUIREMENTS

- High School or equivalent with some college preferred and at least 1 year prior experience working with the public in a customer service capacity.
- Ability to remember and communicate a variety of complex programs.
- Familiarity with computerized systems.
- Exhibit strong leadership skills; possess a passion for member service, building and maintaining a culture of member service excellence
- Acquire and maintain the following certifications:
 - CPR Pro/AED/O2 (valid 2 years unless otherwise noted)
 - First Aid (valid 2 years unless otherwise noted)
 - Requisite Redwoods Online Trainings (valid 2 years unless otherwise noted)

OTHER

At the YMCA we value the following attributes in personal character and behavior and believe that they are essential to attaining our mission:

- CARING** Showing a sincere concern for others.
- HONESTY** Be truthful in what you say and do.
- RESPECT** Follow the Golden Rule.
- RESPONSIBILITY** Be accountable for your promises and actions.

OUR MISSION

To translate the principles of the YMCA’s Christian heritage into programs that nurture children, strengthen families, build strong communities and develop healthy minds, bodies and spirits for all.

Employee Name: _____

Signature: _____ **Date:** _____

Supervisor: _____