



PHILADELPHIA FREEDOM VALLEY JOB DESCRIPTION

JOB TITLE: Member Service Representative I
LEVEL: 2
SUPERVISOR: Kelly Handy
DATE: 6/16/17

JOB CODE: 4010P/4040F
FLSA STATUS: Non-Exempt
LOCATION: Phoenixville

POSITION PURPOSE

The Member Service Representative I is expected to, under direct supervision, represent the mission of the YMCA to members, staff and volunteers and vendors; greet and welcome all constituents of the YMCA and develop relationships that ensure member retention and satisfaction; 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 in-coming 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.
- Under supervision, learn to process membership payments, enrollment, registration, and verify cash, as required. Ensure that all forms are completed and legible.
- Assist in maintaining branch cleanliness and attractive appearance.
- Prior to shift, check all communication & memos for daily updates, 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.
- Know and enforce established branch policies; ensure that members are aware of policies and procedures.
- Seek out accurate information and ensure proper communication of issues.
- Assist with clerical functions of the welcome center: filing, member calls, copying, etc..
- Assist with implementing member special events: name tag weeks, member appreciation, etc
- Alert supervisor of needed equipment and supplies before there are none.
- When unable to work, secure proper coverage, notify supervisor and complete necessary paperwork.
- Complete assigned tasks in given time frame.
- Adhere to safety guidelines and practices.
- Exhibit professional demeanor and body language at all times.
- 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.
- Attend staff meetings as scheduled.
- Complete other appropriate trainings as required by position.
- Perform other related duties as required.

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

REQUIREMENTS

- Minimum of 18 years of age with some prior experience in working with the public preferred.
- Excellent verbal and written communication skills.
- 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: _____

The Philadelphia Freedom Valley YMCA is an equal opportunity employer. The Y considers all applicants for employment without regard to race, color, religion, sex, national origin, age, physical or mental disability, or status as a Vietnam-era or special disabled veteran or other protected classification and in accordance with applicable laws.