



PHILADELPHIA FREEDOM VALLEY JOB DESCRIPTION

JOB TITLE: Sr. Member Service Representative
LEVEL: 6
SUPERVISOR: Kelcie Ireson
DATE:

JOB CODE: 4030P/4060F
FLSA STATUS: Non-Exempt
LOCATION: Rocky Run

POSITION PURPOSE

The Sr. Member Service Representative is expected to greet and welcome all constituents of the YMCA and develop relationships that ensure member retention and satisfaction; perform interviews and tours to potential members and establish the benefits of the YMCA that meet their individual needs; perform all functions associated with the welcome center and assist with the training and monitoring of staff; ensure timely and accurate processing of complex transactions related to membership enrollment, program registration, cash receipting, refunds, credits and financial assistance; provide detailed information and assistance to all constituents that access the YMCA; assist and train others in registering for programs by performing a variety of transactions to maintain member records, program registration, cash receipting, credits, and financial assistance; ensure a positive member experience.

ESSENTIAL FUNCTIONS

- Report to work on time with a positive, friendly attitude. Model professional behaviors and reinforce with staff team. Recognize staff who demonstrate behaviors and skills that are required to ensure a positive member experience.
- 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.
- Perform all functions and transactions required to assist members in registration, membership sales, financial assistance, payment, access etc. Train and monitor less experienced staff.
- Demonstrate effective skills to interview prospective members, sell a membership and enroll the constituent using established procedures.
- Balance receipts at end of shift.
- Assist with implementing member special events, name tag weeks and appreciation and special activities.
- Report to work on time with a positive, friendly attitude, wearing professional attire and name tag.
- Perform all aspects of member service necessary to provide quality services to all constituents.
- Demonstrate proficiency in all skills necessary to process membership transactions, program registration, childcare enrollment and camp registration.
- Possess an understanding for the functions of all departments of the YMCA and the ability to convey more complex programs from all areas.
- Assist Membership supervisors and directors in training new staff.
- Provide leadership and direction as needed during assigned shifts to assure quality in service and transactions.
- Provide direction to staff to complete supplemental duties, including filing, copying, follow up calls, cleaning, maintenance checklists, and other items to support a quality member service department.
- Responsible for accurate communication of information, daily updates and departmental issues.
- Enforce established branch standards and best practices at all times.
- Resolve issues and conflicts in a positive and respectful manner. Report all incidents following the established policies and procedures.
- Open/close branch according to established procedures, as required.

- Assist with planning and implementing member special events, name tag weeks, appreciation and special activities.
- Assist with managing information on branch bulletin boards.
- Assist with marketing and communicating new programs, activities and events.
- Serve a campaigner for the Strong Kids annual campaign.
- Use time wisely and establish priorities that put customers first and accomplish necessary tasks.
- Adhere to safety guidelines and practices.
- Respond to member questions, concerns and conflicts in an accurate, timely and appropriate manner.
- Exhibit professional demeanor and body language at all times.
- Communicate to supervisor any areas that raise concern from members or constituents.
- 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 lift up to 25 pounds; ability to move about on foot quickly; ability to clearly see at 20 inches or less and 20 feet or more

REQUIREMENTS

- Minimum of 21 years of age with some college required.
- Prior experience working with the public in a customer service capacity.
- Minimum one year experience working with YMCA systems
- 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)

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.

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: _____