



PHILADELPHIA FREEDOM VALLEY YMCA CAREER OPPORTUNITY

POSITION:	Member Service Representative	LOCATION:	West Philadelphia YMCA – Philadelphia, PA
PAY RANGE:	\$9.00-12.50/hour	STATUS:	Full time, non-exempt
POSTING START:	September 1, 2017	POSTING END:	September 15, 2017

Imagine going to work knowing that what you do each day positively influences the lives of individuals and families in your community.

Throughout the Delaware Valley, the Philadelphia Freedom Valley YMCA employs more than 5,000 individuals in full time, part time and seasonal positions. Anchored in 20 locations, the Philadelphia Freedom Valley YMCA has the long-standing relationships and physical presence to deliver lasting personal and social change and gives staff the opportunity and flexibility to pursue their careers.

The West Philadelphia branch of the Philadelphia Freedom Valley YMCA is seeking cause-driven professionals to serve as full time Member Service Representatives.

Shifts include: Tuesday through Saturday from mid afternoon to close and Sunday through Thursday from open to mid afternoon.

What you'll do:

- Greet and welcome all members and guests of the YMCA
- 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 members 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

What you need to succeed:

- 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

Some benefits and perks of working at the Y:

Flexible work schedule, a free family membership, discounted programming, participation in the Y Retirement Fund, health and wellness benefits, and opportunities for continuing education and professional training and development.

How to apply:

Send your resume and cover letter to Terry Henry, thentry@philaymca.org