



PHILADELPHIA FREEDOM VALLEY YMCA CAREER OPPORTUNITY

POSITION:	Member Services Rep II	LOCATION:	Burlington YMCA, Burlington NJ
PAY RANGE:	\$8.47-\$10.60/hr	STATUS: PT	Non-Exempt
POSTING START:	November 4, 2017	POSTING END:	November 30, 2017

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

What you'll do:

- 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.

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 Heidiq@ymca-bc.org.