



PHILADELPHIA FREEDOM VALLEY YMCA CAREER OPPORTUNITY

POSITION:	Members Services Rep	LOCATION:	Phoenixville Area YMCA
PAY RANGE:	\$9.52-\$13.00/hr	STATUS: PT	Non-Exempt
POSTING START:	December 3, 2017	POSTING END:	December 20, 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.

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.
- Balance receipts at end of shift.
- Assist with implementing member special events, name tag weeks and appreciation and special activities.

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.

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 Kelly.handy@philaymca.org.