**Membership Representative Job description**

POSITION SUMMARY: Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area.

ESSENTIAL FUNCTIONS:

* Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
* Provide membership interviews and facility tours as needed, explaining the YMCA mission, volunteer opportunities, the Annual Campaign and Financial Assistance. Ask prospective members to join and make follow up contact with those who did not sign-up.
* Handles and resolves membership concerns in a courteous manner and informs supervisor of unusual situations or unresolved issues.
* Process new member ID cards, issue guest passes and register members for programs and services, as needed.
* Follow proper procedures for group memberships, nationwide members, and guests who come in to use the facility. Follow identification requirements and guest guidelines verifying all documentation to ensure visitors and members are not listed on the Montana State Sexual and Violent Offender registry.
* Schedule court reservations, provide locks, towels and sell YMCA merchandise. Maintain an accurate inventory and record of daily transactions.
* Responsible for balance and close out of their individual sales at the end of each shift, placing cash bags with close out in the safe.

CUSTOMER SERVICE

* Always have a friendly, helpful attitude and wear a smile.
* Take initiative to greet and assist all members, potential members, program participants and volunteers in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.
* Work daily to develop personal and meaningful relationships with members, volunteers, donors and others. Strive to understand individual’s goals and interests to enrich their YMCA experience by introducing them to new programs, staff, members and volunteer activities.
* Actively listen, reflect and respond to member questions and concerns in a caring manner. When the opportunity presents itself, go above and beyond to resolve the situation immediately.
* Embrace new approaches and discover ideas to create a better member experience.

Job Type: Full-time

Salary: $12.00 - $13.00 per hour

Benefits:

* 401(k)
* Dental insurance
* Employee discount
* Flexible schedule
* Health insurance
* Paid time off
* Paid training
* Vision insurance

Schedule:

* 8 hour shift
* Day shift
* Monday to Friday
* Weekend availability

Work Location: One location