



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## JOB DESCRIPTION – CORONA-NORCO FAMILY YMCA

Job Title: Membership Representative

Job Code:

FLSA Status: Non-Exempt

Exempt Job Grade:

Reports to: Senior Program Director

Revision Date:

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### ABOUT OUR Y:

Our Y is one of Southern California's leading charitable organizations dedicated to strengthening communities through youth development, healthy living, and social responsibility.

### MISSION:

Our Mission is to put Judeo-Christian principles into practice through programs that build healthy spirit, mind and body for all.

### POSITION SUMMARY:

Our Membership Representative is responsible for being the outward face of our YMCA. You are responsible for answering phones at the front desk, registering members for programs, talking face to face with members, and going out into our community as a representative of our YMCA. You will be knowledgeable about our facilities, programs, registration process, and provide that information to our members and community.

### ESSENTIAL FUNCTIONS:

- Under the direction of the Senior Program Director, the Membership Representative inspires prospective members to join the Corona-Norco Family YMCA programs and events. And provides all pertinent information about those programs or events.
- Presents the Corona-Norco Family YMCA in a way that brings our cause to life by selling our purpose over facility and focusing on starting the process of turning a casual member to a connected member.
- Effectively communicates with prospective members and creates positive guest experiences with the intention of registering the prospective members.
- Seeks and maintains current knowledge and awareness of programs, events, and marketing campaigns in order to encourage participation in Y programs and events – eventually leading to program registrations.
- Presents the Corona-Norco Family YMCA in a way that best connects with them and establish trust in our organization through transparent pricing, open dialogue, and passion for our mission.
- Enforces and adheres to operational standards regarding safety and risk management.
- Inspects building, be aware of potential hazards and cleans and sets up as necessary.
- Knows the Emergency Action Plan and implements when necessary.
- Builds rapport relationships with students and parents; helps them connect with each other and the Y. Encourages member involvement and identifies potential volunteers.
- Promote the Y and encourage participation in programs.
- Follows YMCA policies and procedures, including those related to medical and disciplinary situations, child abuse prevention, emergencies, dress guidelines, and cleanliness standards.
- Maintains positive relations and rapport with members, staff and volunteers at all times.
- Supports other staff and volunteers through good communications skills.
- Attends staff meetings and trainings as scheduled and required
- Act as representative of the Corona-Norco Family YMCA at all times.
- Other duties as assigned

## YMCA COMPETENCIES :

***Mission Advancement:*** Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

***Collaboration:*** Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

***Operational Effectiveness:*** Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

***Personal Growth:*** Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

## QUALIFICATIONS:

- Minimum of one (1) year of experience in working in a community/member service role.
- Must be able to model the core values; Caring, Respect, Responsibility, and Honesty
- Current First Aid and CPR/AED certifications required within 30 day of hire date or position acceptance.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Ability to work effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Excellent interpersonal and problem-solving skills.
- Ability to be professional, alert, courteous, and diplomatic.
- Proficiency with Windows based computers.
- Bi-lingual (Spanish) a plus.

## ACKNOWLEDGEMENT:

I have read and understand the above position description and accept the position at the agreed upon salary and conditions as indicated. I agree to fulfill all requirements necessary for the performance of all job segments described. I also understand that my scheduled shift is not to be used for my own personal time; i.e. working out, reading paper, homework, and personal phone calls. By example, in performance, through behavior and in interaction with other staff, members, I will further the goals and objectives of the YMCA and make a positive contribution to the success of the Corona-Norco Family YMCA.

Signed By: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_