

Rochester Area Family YMCA Job Description

Title: Member Service Advisor

Manager: Member Service Director

FLSA Status: Non-exempt

Date: April 2017

1. Job Summary:

The Member Service Advisor assists the Member Service Director in providing strong leadership to the Member Service staff in order to ensure the overall delivery of excellent customer service to all members, participants, and guests. The Member Service Advisor assists the Member Service Director in recruiting, staffing, training, and supervision of the membership team and handles the day to day operations of the member services desk.

2. Essential Functions:

- Play a leadership role in providing excellent customer service to members and staff.
- Provide work direction for part time member service staff.
- Perform the day to day operations of the member services desk to ensure that operations run smoothly. This may include processing memberships and registrations, assisting with tracking, retaining, and contacting current and new members, managing comment cards, updating bulletin boards, ordering and maintaining adequate supplies, maintaining the membership computer system, assisting with financial assistance and special events, providing facility tours, and responding to member's questions and concerns.
- Assist the Director in implementing marketing initiatives for membership and all branch programs as needed.
- Work closely with the Member Service Director on continual process improvement for front desk operations and ensure financial integrity for members.

3. Relationships:

The position reports to the Member Service Director who reports to the Branch Executive. The incumbent works closely with program directors, member service staff, YMCA members and program participants. The incumbent assists in supervising the part time member service staff.

4. Qualifications:

Required

- High School Diploma/GED
- Minimum of 1-year experience in customer service or related area
- Certifications required within 30 days of hire: CPR/AED, and First Aid
- Knowledge of cash receipting
- Computer skills and knowledge of Microsoft Word, Excel, and PowerPoint
- Demonstrated problem solving, interpersonal and organizational skills
- Must be self-directed, motivated, and creative
- Willingness to work with people of diverse backgrounds

5. Competencies:

- Values
- Inclusion
- Relationships
- Quality Results
- Communication
- Influence

6. Work Conditions:

- Tour prospective new members.
- Perform all physical aspects of the position, including moving around, standing, bending, reaching, and occasionally lifting up to 40 pounds at a time.
- Ability to respond to emergency situation in a calm and efficient manner.
- Ability to work in a fast paced and changing environment.

7. Additional Notes:

This job description represents the major functions of the position but is not intended to be all-inclusive. The incumbent is also responsible for taking direction from branch representatives in completing projects or performing duties deemed necessary for the branch success.