



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WINONA FAMILY YMCA – JOB DESCRIPTION

Job Title: Member Service Representative

FLSA Status: Non-Exempt

Job Type: Part-Time

Reports to: Senior Director of Operations

Revision Date: 2/7/25

Y Job Grade: 2

Pay Range: \$13.30-14.50

Benefits: Paid time off, YMCA membership, YMCA programs discount including camp and child care, Employee Assistance Program, retirement plans, Child Watch (limited hours), CPR certification

Summary/Objective

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living, and social responsibility. Member Service Representative 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 service area. Ideal candidates will have an outgoing personality and ability to multitask in a fast-paced environment.

Our Culture

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

Qualifications

- Must be able to pass a background check.
- Must be at least 18 years of age
- Excellent human relation and communication skills, including verbal, written, and telephone etiquette.
- High level of confidentiality, organization, and attention to detail.
- Ability to respond to safety and emergency situations and to make solid decisions under pressure.
- CPR/First Aid Certification required within 3 months of hire.
- High School Diploma preferred.
- One year of customer service experience preferred.
- One year of cash handling experience preferred.
- Ability to work within multiple computer applications.

General Essential Functions

1. Adhere to job safety practices and risk management protocols per the Employee Handbook and Emergency Response Plan, including child abuse prevention standards and mandated abuse reporting requirements, to create and maintain a safe and secure environment for all.
2. Foster an inclusive environment appreciative of differences in the workplace, and support the Y's commitment to equity and diversity.
3. Perform excellent service to all members, staff, volunteers and guests.
4. Perform other related duties as assigned by your supervisor or other Leadership staff.

Role Specific Functions

1. Provide excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
2. Build relationships with members; help members connect with one another and the YMCA.
3. Handle and resolve membership concerns and inform supervisor of unusual situations or unresolved issues.
4. Promote program and membership enrollment in interactions with existing and potential members.
5. Monitor and utilize software to verify membership and enroll participants in programs.
6. Complete administrative and light housekeeping duties as assigned.
7. Attend staff meetings and trainings as scheduled.

Physical Demands

Ability to perform all physical aspects of the position including: walk, stand, bend, reach, lift, use hands to manipulate objects, talk, hear and see. Ability to lift up to 20 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.