



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

**RIVER VALLEY REGIONAL YMCA
MEMBERSHIP REPRESENTATIVE JOB DESCRIPTION**

Job Title: **Membership Representative**

Reports to: **Membership Director**

FLSA Status: **Non-Exempt**

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.

Employment at the YMCA gives an individual the opportunity to strengthen communities and change lives, including their own. No matter your role, a YMCA employee should take satisfaction in knowing their work is helping to empower young people and can improve the health and well-being of future generations. As a YMCA employee, you will work alongside diverse leaders with different backgrounds, perspective and strengths in connecting with your community.

The YMCA is looking to hire an enthusiastic, creative, loving and reliable staff member who can share in the YMCA values of honesty, respect, responsibility and caring. Some benefits included in this position are a 50% reduction in childcare expenses and various other program discounts, retirement plans and free membership as well as professional development opportunities. All full-time positions within the Y organization also provide for paid time-off, holidays as well as health insurance, Life and Short-Term Disability benefits.

ESSENTIAL FUNCTIONS:

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
2. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. May hand out locker keys and towels; may monitor the locker rooms as required.
7. Other tasks as assigned.