

## **JOB DESCRIPTION**

JOB TITLE: Member Service Representative

REPORTS TO: Member Services Director

STATUS: Non-Exempt

WORK SCHEDULE: Varied

### **Position Summary**

The Member Services Representative will be directly responsible for providing the highest quality service to members and the community. The interaction with our visitors and guests will occur in person, on the phone and through email. This position is often the first person a visitor sees and it is critical to create a positive, welcoming experience for everyone as well as correctly communicate the services the YWCA provides.

### **Job Requirements**

This position requires a person who must demonstrate an ability to work effectively with people and be a team player. It requires good organizational skills, strong human relation skills, professional office skills with general knowledge of office and administrative procedures, good communication skills (verbal and written), willingness to adapt to change and knowledge about YWCA operational procedures and programs. Must have a strong working knowledge of operating computers including solid MS Office skills. The ability to establish and maintain harmonious relationship with staff, volunteers, members and community is essential.

### **Essential Functions**

- Operate membership database including registration, check-ins, membership sign-ups and reporting
- Participate in delivery of services to members to ensure excellence
- Communicate in a friendly and a courteous manner when answering phones, transferring calls, and taking messages
- Greet and interact with members in a friendly manner assuring that no member is left unattended
- Maintain a clean, supplied, and organized member service desk
- Oversee that all members and guests are properly checking in at the member service desk when using the facility
- Present a professional image to all employees, members, and guests
- Follow proper procedures for all business transactions (example: receipt, payment collection and program registration)
- Responsible for accurately reconciling daily cash drawer
- Understand and promote all YWCA services, membership, program enrollment and merchandise
- Assist with tours