



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

**DRYADES YMCA  
MEMBER SERVICE REPRESENTATIVE**

**POSITION SUMMARY:**

Candidate delivers excellent service to all members, guests, and program participants. He/she responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area.

**RESPONSIBILITIES:**

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.

**YMCA COMPETENCIES:**

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

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2220 Oretha Castle Haley Blvd New Orleans LA 70113  
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***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. Candidate takes initiative in assisting development of 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.

## **LEADERSHIP COMPETENCIES**

- **Values** – Accepts and demonstrates Y values; caring, honesty, respect and responsibility.
- **Community** – Demonstrates a desire to serve others and fulfill community needs.
- **Volunteerism** – Recruits volunteers and builds effective, supportive working relationships with them.
- **Communication** – Listens for understanding and meaning; speaks and writes effectively.
- **Quality Results** – Strives to meet or exceed goals and deliver a high-value experience for members and non-members.
- **Emotional Maturity** – Accurately assess personal feelings, strengths, and limitations and how they impact relationships.

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- **Functional Expertise** – 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.

#### **NO JUDGEMENT PHILOSOPHY:**

- Facilitate all member requests or forward to relevant supervisor(s)
- Maintain professional disposition at all times
- Follow policies/procedures in Instructor Manual & Employee Handbook
- May be required to teach other non-spin group fitness classes as needed
- Maintain consistent communication on class schedules with supervisor

#### **QUALIFICATIONS:**

1. Excellent interpersonal and problem solving skills.
2. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
3. Previous customer service, sales or related
4. Basic knowledge of computers

#### **POSITION TYPE:**

Part Time

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