



YMCA of Ridgewood NJ Job Description

Job Title: **Membership Representative**

Reports to: Membership Director

Revision Date: 1/2023

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The Membership Representative at YMCA Ridgewood maintains a supportive, positive atmosphere that welcomes and respects all individuals. The Membership Representative responds to member and guest needs and promotes memberships and programs.

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. The Ridgewood Y offers programs and community connections that positively impact lives through youth development, healthy living and social responsibility, building spirit, mind and body for all. The Ridgewood Y is a nonprofit charitable organization that serves youth, adults, and families founded on Christian principles and committed to strengthening our Northern New Jersey and Camp Bernie communities since 1902, as part of a worldwide YMCA.

ESSENTIAL FUNCTIONS:

1. Responds to the individual needs of the other person.
2. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention. Maintains cleanliness and organization of the lobby area.
3. Conduct tours responsive to the needs of prospective members; sells memberships and programs.
4. Develops and maintains positive relationships with volunteers and members and helps members connect with one another and the Y.
5. Serves others by intentionally welcoming, connecting, and supporting members, and inviting them to get involved and give back to the community.
6. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
7. Applies all YMCA policies dealing with member services.
8. Scan all visitors into raptor

LEADERSHIP COMPETENCIES:

- Communication & Influence
- Engaging Community
- Independent, Self-Motivating worker

QUALIFICATIONS:

- Basic knowledge of computers.
- Previous customer service, sales or related experience.
- CPR/AED and First Aid Certifications required within 90 days of hire.
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____