



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

## **Central Connecticut Coast YMCA Position Announcement**

Job Title: Member Services Representative  
Salary: \$10.10 - \$12.00 per hour  
FLSA: Non-exempt – Part-time

Reports To: Membership Coordinator  
Work Location: Woodruff Family YMCA  
Work Schedule: TBD

### **A Career with a Cause:**

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. Our mission is to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all. The Y strengthens the foundations of communities and families through our key areas of focus; youth development, healthy living, and social responsibility and our core values of caring, honesty, respect, and responsibility. We are committed to this cause because a strong community is achieved when we invest in our children, health, neighbors, and values.

**We are welcoming:** we are open to all. We are a place where you can belong and grow. **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.

### **Salary and Benefits:**

- Salary Range: \$10.10 - \$12.00 per hour Non-exempt
- YMCA Membership

### **Position Summary:**

This position supports the mission and work of the Y, a leading nonprofit, charitable organization. The Member Services Representative at the Central Connecticut Coast YMCA 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. The Member Services Representative provides direct instruction and assures the well-being for each participant while using YMCA of the USA guidelines and association policies in accordance with their training.

### **Essential Functions:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The essential functions of this position include, but are not limited to the following:

- Models the YMCA core values of caring, honesty, respect, and responsibility with members, colleagues, guests, volunteers, and vendors.
- Develops and maintains positive relationships with volunteers, members, program participants, and colleagues at all levels of the organization; helps members connect with each other and the YMCA.
- 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.
- Conducts interviews and/or tours responsive to the needs of prospective members; sells memberships.
- Maintains physical presence, remains alert at all times while on duty, maintains constant visual attention to members, and remains aware of surroundings.
- Ambassador of all YMCA programs with a focus on Membership and member engagement that fosters loyalty among those we serve.
- Follows and enforces all Membership guidelines, including those pertaining to health and safety, member information, cash handling, sales, forms, records, reports, and staff expectations required by the YMCA and the state health department code.
- Knows, follows, and enforces all YMCA policies, rules, regulations, and procedures, including emergency and safety procedures, and those for the prevention of child abuse.
- Attends all mandatory meetings and trainings.

### **YMCA Leadership Competencies:**

- **Engaging Community:** Builds bridges with others in the community to ensure the Y's work is community-focused and welcoming of all, providing community benefit.
- **Communication & Influence:** Listens and expresses self effectively and in a way that engages, inspires, and builds commitment to the Y's cause.
- **Inclusion:** Values all people for their unique talents, and takes an active role in promoting practices that support diversity, inclusion, and global work, as well as cultural competence.
- **Emotional Maturity:** Demonstrates ability to understand and manage emotions effectively in all situations.

### **Experience, Education, and Qualifications:**

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- High school graduate or equivalent preferred
- Previous experience with diverse populations preferred
- Previous customer service, sales, or related experience preferred
- Remains calm and objective when under pressure or when challenged by others
- Effective communication skills necessary to inform, counsel, motivate, and support members
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Basic knowledge of computers
- Must be observant, safety-conscious, and able to react calmly and quickly in an emergency
- Able to work flexible schedules

**Trainings & Certifications:**

- Must complete New Employee Orientation, Child Abuse Prevention, Mandated Reporter, Blood borne Pathogens, Employee Safety, and Hazard Communication trainings prior to start of position.
- Must obtain YMCA Member Service Trainings within 60 days of hire.
- Must hold and maintain CPR, AED, and First Aid certifications prior to initial assignment to position.
- Must complete Emergency Oxygen Administration Certification within the first 90 days of employment.

**Effect on End Results:**

This position strongly impacts the effectiveness with which the Central Connecticut Coast YMCA accomplishes its mission. The role requires that the Member Services Representative be committed to delivering high quality results, building positive relationships, maintaining a safe environment, and fostering a healthy community for all.

- Members Service area is welcoming, clean, and free of hazards
- Members and guests are confident and comfortable with the YMCA.
- Members and guests have all the information they need.

**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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to type, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Position requires sitting for extended periods of time and repetitive data entry. Must be able to the ability to perform all physical aspects of the position.

**Work Environment:**

This job operates in a recreational and educational environment. This role routinely uses standard sports and recreation equipment such as gym equipment, sports equipment, and office equipment such as phones, photocopiers, filing cabinets, and fax machines. At times, employees may be exposed to undesirable working conditions, communicable infectious diseases, and risk of injury from others. All employees are required to follow the preventative health policies of the YMCA at all times. The noise level in the work environment is moderate to high.

**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.

**Websites for More Information:**

[www.cccymca.org](http://www.cccymca.org)  
[www.brbc.org](http://www.brbc.org)

**Application Information:**

Submit a cover letter, resume, and four references by April 19, 2019 to Nicole Servas, Operations Director at [nservas@cccymca.org](mailto:nservas@cccymca.org)