

# JOB POSTING



**JOB POSITION:** Member Services Representative

**POSITION TYPE:** Part-time

**LOCATION:** Aberdeen Family YMCA

**POSITION POSTED:** open until filled

[www.aberdeenyumca.org](http://www.aberdeenyumca.org) **Join Our Team**

**Or pick up an application at the Aberdeen Family YMCA**

Aberdeen Family YMCA

5 South State Street

Aberdeen, SD 57401

[mjohnson@aberdeenyumca.org](mailto:mjohnson@aberdeenyumca.org)

605-225-4910 ex 1007

**Hiring Manager if questions:** **Katelyn Wertz** [kwertz@aberdeenyumca.org](mailto:kwertz@aberdeenyumca.org)

## **GENERAL DESCRIPTION:**

**A Better Us Starts with U!** The Member Services Representative is responsible for providing excellent customer service while greeting members and guests, answering telephone calls, monitoring facility access, assisting members and guests with registration processes, answering questions and referring members and guests to appropriate departments or management staff as needed. The essential functions will be carried out in keeping with the goals and mission of the Aberdeen Family YMCA. **Flexible hours available. Hiring for varying daytime, evening and rotating weekend hours.**

## **JOB REQUIREMENTS, PREFERRED EDUCATION, TRAINING, AND WORK EXPERIENCE:**

- Minimum of 18 years of age.
- High School diploma or equivalent preferred.
- Current CPR/First Aid (can be obtained upon hire)
- Previous customer service, handling monetary transactions, basic math skills required.
- Experience with proper phone etiquette, ability to communicate with staff, members, program participants.
- Ability to multi task and make decisions within scope of job.
- Core part time schedule to be established with availability to work additional varied hours on occasion: early mornings, days, evening and weekends.

## **Essential Functions:**

- Verbally greet members, guests and participants as they enter and exit the facility. Building rapport through interactions.
- Communicate accurate information on membership, programs and services available.
- Monitor all facility access with proper check-in processes.
- Enrolls and processes memberships and registrations for programs/classes.
- Complete light cleaning, tours of guests, document concerns or incidents, clerical duties.
- Other assigned duties as needed.

## **Other Responsibilities:**

- Promote and incorporate the YMCA's mission, four core values and areas of focus into daily work.
- Ability to establish and maintain harmonious relationships with others.
- Positive communication.
- Other duties as assigned.

Equal Employment Opportunity

Resumes and employment applications can be returned to the email address above or at 5 S. State Street, Aberdeen, SD 57401. Applications can be found on our website at

[aberdeenyumca.org](http://aberdeenyumca.org).