



JOB TITLE: MEMBERSHIP SERVICES REPRESENTATIVE

REPORTS TO: Marketing and Membership Director

PAY RANGE: \$9-10 hr.

HOURS: 5-11:30am 3 days week & flexibility for additional afternoon shifts throughout week

CLASSIFICATION: Part-Time Non-Exempt

The Stamford Family YMCA is seeking experienced and energetic applicants who will provide excellent, friendly and courteous customer service to members, guests, and program participants in an expedient and accurate manner. In addition, our membership service representatives control and monitor access to the Y facility.

Under the direct supervision of the Membership Coordinator and Marketing and Membership Director you are responsible for working directly with children, members and other adults/youth. You play an integral role in the operation of the Y facility. The staff at all times is representative of the philosophy, mission and goal of the YMCA. Staff must strive to work cooperatively with fellow employees to achieve the goals and objectives of the YMCA.

Responsibilities

- Greet members, guests and program participants.
- Answer telephones and professionally give information concerning the YMCA.
- Sell memberships, input and update membership data, activate membership ID cards.
- Process program registrations.
- Troubleshoot member and customer issues.
- Make copies, take payments, support back office functions and maintain a clean workspace and supplies.
- Attend all staff meetings and any requested trainings.
- Support fundraising, marketing and promotional efforts.

Qualifications

- High School diploma or equivalent; some college preferred.
- Two years of experience in customer service field.
- Must have solid computer skills and the ability to learn new software
- Typing skills of 45 wpm or above.
- Excellent communication and customer service skills.
- Sales experience a plus.
- **Bi-lingual (English/Spanish) a plus**

To Apply

If you would like to be a member of our dynamic team, please email your resume to Kevin@stamfordymca.org please put **Customer Service in the subject line.**

NO CALLS PLEASE