



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

**Position Available:** Membership Services Desk  
**Pay Range Membership Services: \$9.50-\$10.15**

**General Function:**

Provides quality service and information to members and prospective members; greets and welcome all constituents of the YMCA, develop relationships that ensure members' retention and satisfaction, as well as responsibility for opening the Y, operating and maintaining the Membership Services Desk systems, handling phone calls and ensure positive member experience with excellent customer service; conduct potential new member tours, sales of new memberships, and follow up with new members during their first 90 days.

**Entry Requirements:**

- High School diploma or equivalent
- Customer service or sales experience
- General computer experience and skills, ability to learn and operate membership software
- Basic writing and mathematical skills
- Ability to respond to safety and emergency situations

**Skills/Know How:**

- Have excellent interpersonal and communication skills
- Be reliable
- Have a positive and helpful attitude
- Must be able to accurately interpret and carry out YMCA policies and procedures as they relate to membership and program participation
- Must be able to make good judgment
- Ability to communicate effectively and professionally through various forms of media, including but not limited to email and telephone
- Experience effectively communicating the tangible and intangible value of programs, services and membership offered by a non-profit organization
- Strong and productive organization and time-management skills
- Ability to work well independently and as a team player
- Ability to relate to the public and other staff
- Attention to detail, demonstrate accuracy and efficiency, the ability to multi-task and work in a fast-paced environment

**Effect on End Result:**

This position ensures that the Membership Desk functions at maximum efficiency and courtesy to fully support the customer service objectives at the YMCA: program participation growth; increased program participants as volunteers and contributors; high staff and member satisfaction and retention of members.

**Hours available:** M-F 5am-10am, 2pm-10pm, S/Su 6:30am-7pm, Must be available weekends.

**How to Apply:** Please submit resume and cover letter to Stefany Begue (sbegue@annarborymca.org)