



Member Services Representative
Part-Time Position
YMCA of Auburn-Lewiston
\$16.00 an hour

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, committed to strengthening community through youth development, healthy living, and social responsibility. Deliver excellent service to all members, guests, and program participants. Respond to members and guest needs, promote memberships and programs, maintain cleanliness and organization of the front desk and lobby area. Creates a safe and positive atmosphere that promotes participant safety and engagement in accordance with YMCA policies and procedures. Models the core values of Caring, Honesty, Respect, and Responsibility.

DUTIES/RESPONSIBILITIES:

- Control access to facilities by ensuring members scan in and obtain proper identification of guests.
- Greets members and visitors in a positive and professional manner.
- Build positive relationships with members.
- Maintain relevant knowledge of all programs and services to accurately inform members and guests of services available.
- Attending meetings, trainings, and workshops as required.
- Give facility tours.
- Ensure overall cleanliness of the Fitness department and its equipment by following cleaning and maintenance procedures.
- Handle complaints in a courteous manner; forward accurate documentation to the appropriate director for follow-up.
- Performs other related duties as assigned.

YMCA COMPETENCIES:

- Inclusion: Values all people for their unique talents and takes an active role in promoting practices that support diversity, inclusion, and cultural competence.

- Relationships: Builds authentic relationships in the service of enhancing individual and team performance to support Y's work.
- Influence: Employs influence strategies that engage, inspire, and build commitment to the cause and overall Y goals.
- Communication: Listens and expresses self effectively and in a manner that reflects a true understanding of the needs of the audience.

QUALIFICATIONS:

- At least 6 months' previous receptionist, clerical, or related experience is preferred.
- Effective communication, interpersonal, and organizational skills required.
- Computer and data entry knowledge is required.
- CPR/First Aid/AED Certification (or obtain certification within 30 days of employment).
- Complete and pass mandated background check.

PHYSICAL REQUIREMENTS:

- May be required to lift and carry up to 30lbs in the form of boxes or supplies.
- Ability to move freely and quickly throughout the YMCA facility.

JOB TYPE: Part-time

PAY: \$16.00 per hour

BENEFITS: Employee discount

WORK LOCATION: In person

The YMCA of Auburn-Lewiston is an equal opportunity employer (EOE), and does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, gender identity, marital status, disability and genetic information, age, membership in an employee organization, or other non-merit factor.