YMCA Membership Ambassador – Part-time

POSITION SUMMARY:
As part of the Membership Team, the Membership Ambassador serves as the first point of contact for all members, both in person and over the phone. Responsibilities include greeting members, processing membership and program registrations, and preparation of related materials and files. The person in this position keeps and distributes updated information on all programs and fees of the association, to the public, as needed.

ESSENTIAL FUNCTIONS:

- Maintain a positive and welcoming attitude when interacting with members, potential members, customers and staff, both in person and over the phone.
- Promote and process membership enrollment, special program registrations, camp registrations, guest passes as well as retain accompanying documentation.
- Lead purpose driven tours to promote membership and program participation.
- Be a problem solver for member issues.
- Actively over communicate with staff and members.
- Operate all systems within the member management system.
- Operate computerized cash register, handle money in assigned cash drawer, close out and provide cash report at end of work shift.
- Ensure cleaning solutions, towels, floors and all spaces within the building are ready for use at all times.
- Assist with light clean up as needed.
- Perform clerical tasks as needed.
- Keep up with ongoing training as required.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS: Some prior customer service-related experience is required. Must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK SCHEDULE: This position is part-time; Must be able to work Monday through Thursday, 2 pm to 7 pm, and Friday 2 pm – 5 pm. Additional days/hours may be available.

EDUCATION and/or EXPERIENCE: High School Diploma or general education (GED); or one to three months’ related experience and/or training; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Current CPR, AED, and First Aid (we can assist with getting this certification)