



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## MAGIC VALLEY YMCA JOB DESCRIPTION

Job Title: **Membership Representative**

FLSA Status: Non-exempt

Leadership Level: Leader

Reports to: Membership Director

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### POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The Membership Representative at Magic Valley YMCA maintains a supportive, positive atmosphere that welcomes and respects all individuals. The Membership Representative responds to member and guest needs and promotes memberships and programs.

### OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

### ESSENTIAL FUNCTIONS:

1. Provide a welcoming environment for members, guests, and staff.
2. Respond to the individual needs of members and guests.
3. Provide excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
4. Promote programming and events in person and over the phone.
5. Maintain cleanliness and organization of the lobby area.
6. Conduct interviews and/or tours responsive to the needs of prospective members; sell memberships.
7. Develop and maintain positive relationships with volunteers and members and helps members connect with one another and with programs offered by the Y.
8. Serve others by intentionally welcoming, connecting, and supporting members, and inviting them to get involved and give back to the community.
9. Handle and resolve membership concerns and inform supervisor of unusual situations or unresolved issues.
10. Apply all YMCA policies dealing with member services.
11. Distribute and manage locker keys.
12. Meet safety guidelines recommended by the CDC regarding public safety.



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**LEADERSHIP COMPETENCIES:**

- Communication & Influence
- Engaging Community
- Conflict Resolution

**QUALIFICATIONS:**

- Previous customer service, sales or related experience.
- CPR/AED and First Aid Certifications completion within 30 days of hire.
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Basic knowledge of computers.

**WORK ENVIRONMENT & PHYSICAL DEMANDS:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and must be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

**TO APPLY:**

- Send cover letter and resume to [jobs@ymcatf.com](mailto:jobs@ymcatf.com).