



Bloomington-Normal YMCA

Member Engagement Specialist Position Description

FUNCTION

Be the “face” of the Bloomington-Normal YMCA by providing high quality customer service for members and guests of the YMCA.

AUTHORITY

To work within the established policies and procedures and to assist in developing procedures that help the YMCA serve the community and meet its mission. In the absence of clear policies and procedures, to make decisions in the best interests of the members, prospective members and overall health of the YMCA and to document these incidents for appropriate follow-up.

RESPONSIBILITIES

1. Become an expert on the YMCA and its programs so that you can provide accurate and up-to-date information on programs, fees, and fee structures.
2. Answer the telephone in a positive and courteous manner, handling questions as appropriate, referring calls to other staff members and taking accurate and complete information for messages when necessary.
3. Greet members and guests enthusiastically when they arrive using the established check-in practice to provide access to the YMCA facilities.
4. Handle customer concerns and complaints diplomatically within established guidelines and procedures OR in a way that benefits YMCA members in general and the customer in particular.
5. Work within the established record-keeping system (Daxko) to provide accurate information as payments are received for programs, classes and memberships.
6. Serve as a YMCA membership sales representative, encouraging YMCA membership purchase and use.
7. Maintain a positive and organized work environment contributing to a friendly and inviting atmosphere both emotionally and physically.
8. Assist in clerical and detail-oriented work such as mailings and return calls as work flow and work demands allow.

REPORTABILITY

Reports directly to the Marketing and Membership Coordinator.

ACCOUNTABILITY

Accountable for happy and welcomed members and guests and accurate cash outs (in that order).

REQUIREMENTS

Congenial, warm and positive attitude. Ability to handle multiple tasks. Willingness to bend over backwards to assist our members and guests. Ability or willingness to learn computer and/or data entry skills.