



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

**Job Title:**

**Member Services Representative- Glen Cove, NY**

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**POSITION DESCRIPTION:**

The YMCA of Long Island is seeking a Member Services Representative. The responsibilities include delivering excellent customer service, creating a welcoming environment, greeting and assisting all members, volunteers, program participants, and staff team members. The Membership Representative must take accountability for actions and transactions at the membership desk, interview prospective members, give tours, and is responsible for new joins. As well as help prospects and members experience the YMCA by introducing them to other staff and members, demonstrate that the YMCA is a place where we take the time to connect, communicate and engage in respectful and friendly relationships, develop new opportunities for members to interact with one another and be a "Relationship Builder" for the YMCA.

The Member Services Representative is responsible for maintaining timely, relevant knowledge of all YMCA programs and services in order to accurately inform customers of the services available and sell them effectively. This includes being familiar with all current brochure information, upcoming events and other special activities. Responsibilities also include entering all transactions accurately and completely into the computer system, balancing the end of shift and reporting discrepancies to supervisor, registering for membership and/or programs by inputting data, collecting proper payment and verifying accuracy of information on YMCA forms, following and enforcing YMCA procedures and policies including; personnel guidelines, safety guidelines, facility access procedures and membership policies.

**CONSIDERATIONS:**

Candidate must be flexible and have ability to work varying shifts between the hours of 5:00am and 11:00pm.

**QUALIFICATIONS:**

1. Must display 7 key qualities: people person, empathetic, multi-tasker, communication skills, self-control, flexibility and team player.
2. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
3. Customer service and sales experience.
4. Ability to work in a fast paced, highly flexible and rapidly changing work environment.
5. Basic knowledge of computers.
6. Required certifications as per branch request.

**PHYSICAL REQUIREMENTS:**

Ability to plan, lead, and participate in a variety of physical activities. May be required to drive between YMCA facilities and to training or meetings in various locations. May require lifting up to 25 lbs.

**HOW TO APPLY:**

For immediate consideration please email a resume if available and/or a cover letter indicating your interest and availability to [Connie.Martino@ymcali.org](mailto:Connie.Martino@ymcali.org).