Job Posting: Member Services Representative II – Bay Shore, NY

POSITION SUMMARY:
The Member Services Representative II, under the supervision of the Director of Sales and Member Engagement, handles all day to day operations including but not limited to: member recruitment, member retention, and coordination of member events and special events. They will deliver excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs. Flexibility is essential and position requires opening, and working nights and weekends as needed, to ensure adequate staffing.

ESSENTIAL FUNCTIONS:
1. Assist in implementing membership strategies that support recruitment of new members and retention of existing members. Create a member-focused culture and models relationship-building skills in all interactions. Foster a climate of innovation and resolves problems to ensure member satisfaction.
2. Ensure proper implementation of front desk procedures. Reviews and updates desk procedures and communicates changes to staff.
3. Assist in the coordination of membership events/community events to promote the YMCA, i.e., Active Older Adults Day, Snack with Santa, fall and spring Festivals.
4. Maintain and enforce high safety standards.
5. Manage and oversee all volunteers and birthday parties as it relates to the Y.
6. Participates in staff meetings and/or related meetings.
7. Provide Director on Duty coverage, as needed.
8. Provide facility tour, in accordance with Association standards.
9. Engage with prospective members, in accordance with Association standards.
10. Ensure up to date information about the facility and program offerings, for all age groups, to ensure proper communication with prospective members to facilitate the sale of services.

QUALIFICATIONS:
1. Associate’s degree in related field preferred or equivalent combination of education and experience.
2. Strong knowledge of administrative procedures including budget development, income production and expense control. Strong organizational skills and ability to handle multiple tasks with accuracy and quality.
3. Previous supervisory experience in customer service preferred.
4. Creative initiative and flexibility are essential.
5. Excellent computer skills and experience with standard business software and CCC operating system.
6. Strong interpersonal skills with the ability to relate effectively to diverse groups of people from all social economic segments of the community.
7. Ability to read, write, and speak English and Spanish preferred.
8. Ability to plan, lead and participate in a variety of physical activities.
9. Must be able to travel to other locations for trainings, meetings and events, as needed.
10. Ability to lift up to 25 lbs.
**HOW TO APPLY:**

For consideration, please email Julissa Carter, Director of Sales and Member Engagement, at Julissa.carter@ymcali.org. Please include a resume if available and/or a cover letter indicating your interest and qualifications. Full-time depending on qualifications and experience. Excellent benefits package including YMCA Retirement Plan, Health, Dental, and YMCA Membership/Child Care.

YMCA of Long Island, Inc. is an equal opportunity employer committed to valuing diversity and practicing inclusion.