

Membership Services Clerk, Part-Time Skaneateles

General Functions:

Under the direction of the Membership Director, the Membership Services Clerk is responsible for the operation of the Member Services desk.

Work hours may vary, however, the Membership Services Clerk work hours currently needed are for Thursday afternoons through the early evening, Friday afternoons until close and weekends. Substituting for other available shifts, on occasion.

Essential Duties and Responsibilities:

The essential functions of this position include, but are not limited to the following:

- Effectively interacts with members and offers assistance to participants who enter the YMCA.
- Control facility entrance by effectively controlling building access by checking memberships and processing day passes.
- Interprets YMCA membership categories, payment plans, privileges and policies to members, guests and the general public. Responds to member concerns and directs them appropriately.
- Sells memberships and program registrations to members and the general public.
- Processes membership and program payments accordingly using membership software.
- Develops and maintains positive relationships with members, program participants and co-workers.
- Answers incoming calls and relays to appropriate parties.
- Reconciles cash on hand with transaction batch.
- Maintains Member Services desk, coffee and supplies
- Hands out and receives basketballs
- Operates office equipment to include membership card scanner, telephone, computer and copier/scanner/fax; replenishes paper in copier.
- Attends staff meetings and trainings, as required.
- Other duties as assigned.

Education and Experience:

- Experience in customer service providing friendly and inclusive interactions.
- Must possess strong relationship building, communication and organizational skills that are essential to the success of this position.

Qualifications:

- Possess and demonstrate excellent customer service skills.
- Knowledge of and ability to utilize and manage information through software applications.
- Excellent communication skills, both written and verbal.
- Ability to work harmoniously as a team player with staff, members and program participants.
- Computer experience including email and database software.
- Able to operate and communicate on a telephone.
- Strong organizational and time management skills and the ability to multi-task with minimal direction, requires strong attention to detail.
- Ability to communicate effectively with others, promote the benefits of the YMCA, the facility and programs and solve problems.