

Job Opportunity

Position Title	Member Services Associate
Department	Member Services
Status/Hours	Part-Time, Non-Exempt Must be available for evening and weekend work
Location	Burbank Community YMCA
General Function	YMCA Membership staff work directly with members and are responsible for causing them to feel welcome, successful and satisfied with their YMCA experience. They work to proactively manage the membership experience through problem solving, facilitating social support, providing encouragement and communicating effectively as it pertains to the membership account and overall membership experience
Qualifications	<ul style="list-style-type: none"> • Basic reading, writing and arithmetic skills required. • Strong interpersonal and communication skills. • Professional written and verbal communication and interpersonal skills. • Effective planning and organization skills. • Proven ability to maintain good working relationships with a wide variety of people and groups, including staff and volunteers. • Ability to track detailed projects through to completion. • Ability to participate in group meetings. • Must have excellent relationship building skills, and computer skills. Position requires experience in general clerical tasks and cash handling proficiency. • Must be highly organized, detail-oriented and must have good problem solving skills. • Visual and hearing abilities to respond to heavy phones and numerous tasks simultaneously.
Major Responsibilities	<ul style="list-style-type: none"> • Responsible for assisting and engaging with members and participants, including program registration, payments, membership sales, answering phones and giving accurate and thorough information regarding YMCA programs. • Responsible for processing new memberships as well as consistent maintenance of renewals and data updating. • Responsible for inputting of membership transactions. • Responsible for issuing picture memberships. • Responsible for membership data entry and set up of bankdraft payment plans. • Ability to effectively communicate the value and benefits of a membership to prospective members and guests. • Handles phone inquiries and payment transactions for membership as needed. • Performs miscellaneous duties and tasks as assigned or needed.
Apply To	NO CALLS PLEASE-e-mail resume and cover letter to jobs@burbankymca.org or apply in person at Burbank Community YMCA at 321 E. Magnolia Blvd., Burbank, CA 91502 Visit our website at www.burbankymca.org EOE