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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BILLINGS FAMILY YMCA JOB DESCRIPTION

Job Title: **Membership Representative**

FLSA Status: Part Time, Non-Exempt Revision Date: April 29, 2026

Reports to: Membership Director and Membership Coordinator

POSITION SUMMARY: Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area.

ESSENTIAL FUNCTIONS:

- Must be able to multitask in a fast-paced environment.
- Provide prospective members with facility tours, and complete tour cards for tracking potential members.
- Become knowledgeable regarding membership cost, process for financial assistance and corporate discounts that are available.
- Ability to demonstrate comprehensive knowledge of the Billings Family YMCA website, utilizing it to provide accurate information on programs, schedules, policies, and member resources while guiding members in navigating online tools and services.
- Monitors facility access to ensure only authorized members and guests enter the building, promoting a safe and welcoming environment.
- Assists with maintaining the cleanliness and organization of the membership desk, outer and inner lobby ensuring professional appearance and efficient workflow.
- Handles and resolves membership concerns in a courteous manner and escalates unresolved issues or further concerns to appropriate program director.
- Follow proper procedures for outside organizations entering the facility for use, nationwide members and other guests who come in to use the facility. (Running SVOR)
- Adheres to the identification requirements and guest guidelines verifying all documentation to ensure visitors and members are not listed on the Montana State Sexual and Violent Offender registry. Noting in Daxko on the members account the SVOR has been checked.
- Provide new and renewed members scan cards, take up to date photos and note account as necessary.
- Schedule racquet ball court reservations, provide rental equipment and sell YMCA merchandise. Maintain an accurate inventory.
- Maintains cash draw balance by counting cash before, during and end of shift.
- Ensures accurate balancing and completion of individual shift close-outs, obtains a reviewer's initials on the close-out form to verify accuracy, and properly secures all close-out documentation in the cash bag before placing it in the safe.
- Participates in required trainings, staff meetings, and professional development to stay current on YMCA policies, safety procedures, and member-service expectations.
- Assists in monitoring building safety by reporting facility issues, concerns, or hazards promptly to the appropriate staff.
- Helps maintain accurate and secure member records by following confidentiality standards and data-entry protocols.
- All other task assigned by supervisor.
- Dress in appropriate work attire as outlined in the Employee Dress Code, always wearing a nametag, and perform all duties in a safe and conscientious manner.

- Adheres to all safe practices by following consumer-boundary policies, adhering to procedures for supervising high-risk activities, promptly reporting suspicious or inappropriate behavior or policy violations while maintaining strict confidentiality
- Complete all required annual and bi-annual training requirements for child abuse prevention, anti-harassment, and updated policies.
- Keep all required certifications current.

CORE COMPETENCIES (ALL STAFF):

- Always models and adheres to the mission of the YMCA and implements the Y Core Values of caring, honesty, respect, and responsibility.
- Engage with all staff and members with a friendly, helpful, professional attitude to develop meaningful relationships, ensuring the Y's community focused mission and welcoming of all.
- Actively listens, responds, and engages to all questions and concerns with care, providing prompt resolution or escalation to build trust and commitment to the Y's cause.
- Embraces new ideas to enhance both staff and member experience and works cohesively with staff across all departments to support a positive, diverse, and inclusive YMCA environment.

QUALIFICATIONS:

1. Certifications required within 30 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem-solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
4. Previous customer service, sales or related experience.
5. Proficient with Microsoft Office and ability to learn YMCA-specific software (e.g., Daxko).

PHYSICAL DEMANDS:

1. Must be in reasonable good physical condition and be able to work extended periods of time on his/her feet.
2. Ability to perform all physical aspect of the position; including walking, standing, bending, kneeling, and lifting.
3. The physical ability to take potential members and guests on tours throughout the entire facility.
4. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.

Employee Name:_____

Employee Signature:_____ **Date:** _____

Directors Signature: _____ **Date:** _____