

YMCA OF PUEBLO

JOB DESCRIPTION

Job title: Customer Service Representative

Reports to: Director for Community Engagement

Date: January 2010

JOB DESCRIPTION:

Together with the Director for Community Engagement and Customer Service Supervisor, administer the member service operations to insure smooth, efficient and courteous delivery of services to YMCA members and participants. Greet customers in person and by telephone to provide informational services and direct them to proper location.

QUALIFICATIONS:

The customer service representative must have a thorough understanding of the YMCA's mission and goals, continued knowledge of programs, MemberST, and excellent communication and public relation skills. Good written and oral skills are required. Person must have the ability to communicate policy and procedure, handle inquiries, diffuse problems in a friendly and professional manner and be a team player. A high school diploma or equivalent, experience in customer service and CPR, First Aid certification and blood borne pathogen, child abuse prevention training are required.

PRINCIPAL ACTIVITIES:

- Promote the YMCA and its programs through consistent best practices of public relations.
- Maintain the highest level of member service and satisfaction by continually updating information, and your knowledge base of all aspects of the YMCA including MemberST, and all programs and services offered through all departments of the YMCA
- Serve as mentor and model for other Customer Service staff. Assist with training of new staff.
- Foster positive relationships with members, co-workers, and directors of all departments to promote the Core Values of the YMCA.
- Provide and perform tours and follow ups for prospective members.
- Responsible for signing up members and participants for memberships, class registrations and programs.
- Careful assimilation of new members into programs through suggested new member orientation sign ups.
- Responsible for all over the counter cash receipts for classes, memberships, merchandise.
- Answer incoming calls using Listen First skills to give good customer service and direct calls that cannot be handled effectively.
- Foster excellent communication with directors through neat and complete messages. Use Listen First skills to assist members at the front desk first.
- Build a healthy community of engaged families and individuals.
- Perform other duties and tasks as designated by supervisor as they pertain to the management and operation of the service desk under the principles of membership retention.
- Attend YMCA customer service meetings and trainings.

EFFECTS ON END RESULTS:

The Customer Service Representative is responsible for the communication and registration of all YMCA of Pueblo programs. This position is primarily concerned with information on all programs and building long-term relationships with members and participants. This YMCA is viewed as a resource to meet our mission and goals. A primary goal is to build a healthy community of engaged families and individuals.

Signature

Date