



We build strong kids,  
strong families, strong communities.

## Sonoma County Family YMCA Job Description

**Title:** Member Services Associate – Member Center  
**Reports to:** Member Services Coordinator  
**Status:** Part-time (may include evening and weekend hours)  
**Rate of Pay:** \$9/hr starting, DOE

### General Accountability:

Under the direction of the Member Services Coordinator, the Member Services Associate will provide information, give tours and close sales on memberships and will handle phone sales and tracking of membership statistics. The MSA will process and receipt new membership sign-ups, program registrations and retail sales. The Associate will also assist the Membership Director with all membership promotions and special events.

### Skills/ Qualifications:

Customer service or sales experience required. Must show attention to detail; demonstrate accuracy and efficiency; be able to work in a busy environment; have excellent interpersonal and communication skills; have general computer experience and skills; be reliable; and have a positive, helpful attitude. Must be able to accurately interpret and carry out YMCA policies and procedures as they relate to membership and program participation. Must be able to make good judgment. High School diploma or equivalent required.

### Essential Duties and Responsibilities:

- Greet people in a pleasant manner as they enter the facility or call for membership information.
- Perform tours of the facility and follow up on tours with trial passes or phone calls.
- Provide specific sales and program information to prospective members.
- Promote membership through information, sales and motivational techniques, current promotions and special events.
- Close transactions; process, input and receipt new memberships and program registrations.
- Assist Membership Director in communicating all membership information to current and prospective members, as well as staff.
- Perform phone sales to effectively motivate membership enrollment in the Y.
- Participate in off-site fairs and events to further membership.
- Stock new member packets, rate sheets, and schedules as needed in these areas: Welcome Center, lobby, Administrative Office, Member Center.
- Handle a variety of clerical/typing and computer tasks and projects.
- Communicate financial assistance information as appropriate and assist with completion of paperwork.
- Perform all other duties as assigned.

Sonoma County Family YMCA • 1111 College Avenue • Santa Rosa, CA 95404  
707-545-9622 • Fax: 707-544-7805 • <http://www.scfymca.org>

*The YMCA is a not-for-profit, community organization. Financial assistance is available.*



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**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions.

The noise level in the work environment is usually moderate.

**Effect on End Result:**

This position has a primary impact on the over-all effectiveness with which the Member Center operates. The incumbent has a primary impact on the effectiveness of communications from the Membership Director to the community.

I have read and understand the above job description for the job for which I have been hired

Employee signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's signature \_\_\_\_\_ Date \_\_\_\_\_