



St. Paul

job posting

Position Title:	Member Service Representative	Department:	Health and Fitness Center
Salary:	\$7.25-\$9.00 per hour DOQ	Scheduled Hours:	Monday-Friday evenings 4-8pm Sat. and Sun. shifts- vary 7am-9pm 2-3 shifts per week, 2/4 weekends

Position Summary:

Communicates with members and the community as they enter, call or use the facility. Understands programs and membership details along with goals and operating principles of the organization. Provides members and guests with high degree of customer service.

Position Responsibilities:

1. Control access, security and safety of the Health & Fitness Center. Communicate with members and guests as they enter and exit the building. Check members into the YWCA by logging them into Raiser’s Edge database; check in non-members by viewing a picture ID and having them sign the Guest Log.
2. Inform members and the community on the following subjects: membership; class registrations and participation; orientation on equipment; program content; organization policies and staff names, duties and availability. Verify all paperwork submitted is completed accurately: new membership, bank draft, Health Partners Frequent Fitness, change of status, specialty class registration. Follow procedures for “tours,” membership applications and guests. Orient members on equipment according to employee policy and procedures training manual.
3. Perform basic accounting functions. Process all Quick Sell transactions (new memberships, specialty classes, personal trainer sessions, pro-shop sales) in the form of cash, credit cards and checks.
4. Communicate with staff, guests, class participants and members. Contact Health & Fitness Center Director with any member complaints, ideas, problems and suggestions. Write accident/incident reports when necessary. Respond to member feedback in a positive, professional manner.
5. Keep the Front Desk, lounge equipment and equipment areas clean and operational. Ensure all material related to programs offered at the YWCA are available for members and potential members. Fold towels laundered by maintenance. Keep the Health & Fitness Center free of hazards, and traffic areas free of obstacles.
6. May be required to administer first aid.

Qualifications:

Education: High School or equivalent

Certification and Licensure: CPR (required)
First Aid (required)
AED (required)

Work Experience: On the job training is provided. Experience in a non-profit setting focusing on creating opportunities for women’s growth, leadership and empowerment, and elimination of racism or a related mission is highly desired.

Other Requirements:

- Dealing with confidential information
- Interruptions to work flow
- Work activities of a seasonal/cyclical nature
- Work subject to precise measures of quality or quantity
- Agree to mandated child abuse reporting guidelines

The YWCA St. Paul offers competitive salary and benefits for eligible positions. The YWCA is an Affirmative Action/Equal Opportunity Employer.

To apply, send letter of interest, resume, and salary requirements to:

Human Resources, YWCA St. Paul fax: (651) 222-6307
375 Selby Avenue email: hr@ywcaofstpaul.org
St. Paul, MN 55102 phone: (651) 222-3741

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