

COHOES COMMUNITY CENTER, INC.

Job Description

Position Title: Member Services Representative

FLSA status: Non-Exempt

Reports To: Membership Coordinator

General Function _____

Under the direction of the Membership Coordinator provides excellent customer service to members, through selling memberships, answering questions.

Job Requirements (Include education, experience and specific competencies) _____

- Prior work experience (1-3 years) in a customer oriented environment.
- CPR certification preferred.
- Excellent human relation skills, good organizational and communication skills.

Principal Responsibilities: _____

1. Responsible for providing daily services to all members, prospective members and program participants. This includes greeting members by name, scanning membership cards, registering members for programs, membership sales, and tours.
2. Answer phones promptly, within 3 rings, in a courteous and friendly manner.
3. Answer member questions and issues in a positive manner, meeting their needs whenever possible.
4. Ensure each person using the facility is a member or program participant
5. Ensure neatness of the lobby area and entire facility. Assist with lobby exhibits and/or bulletin boards.
6. Promote and sell goods for resale.
7. Accurately input new membership sales, renewals and programs into the computer. Report any errors in writing by the end of shift.
8. Accurately cashout at the end of the day.
9. May assist in training new staff.
10. Other duties, as assigned.

Effect on End Result _____

The satisfactory performance of the incumbent will result in consistent high quality member service and communications to internal and external customers which are key to member attraction and retention.

Physical Requirements _____

This work requires the following physical activities: climbing, bending, stooping, kneeling, twisting, reaching, sitting, standing, walking, lifting, finger dexterity, grasping, repetitive motions, talking, hearing, and visual acuity.