

# job posting

## Member Services Representative

Be a part of an organization that's making a difference in our community! We are hiring part-time Member Services Representatives to join our YWCA St. Paul Health & Fitness Center (HFC) team. If you are an enthusiastic, friendly and detail-oriented individual with an interest in wellness and being part of a community, this may be the job for you!

The Member Services Representative delivers exceptional customer service to all HFC members and guests and provides a customized buying experience for new and prospective members, determining specific needs of individuals. You will also greet members and guests professionally and proactively meet their needs by providing information on programs and services and maintaining accounts. In addition, the person in this role will:

- Greet members and guests and provide service in a friendly, professional manner.
- Respond to questions and proactively provide information on YWCA programs and services.
- Enter sales transactions for members and process paperwork including new memberships, change and cancellations.
- Customize the buying experience for prospective members by encouraging involvement with our staff and programs to align with the unique needs, interests and goals of each prospective member.
- Initiate, develop and grow relationships with new and current members.

### Qualifications:

#### Required:

- High school diploma/GED or working toward diploma/GED.
- Minimum of 6 months experience in customer service/sales.
- Strong interpersonal communication skills.
- Comfort and self-confidence in engaging prospective members.
- Technological savvy to work with a database and point of sale system.
- Ability to work with diverse populations and be inclusive to all.
- Ability to problem solve independently.
- Commitment to providing exceptional customer service to members and guests.

#### Preferred:

- Experience working in retail or hospitality industries.

Part-time positions provide coverage on weekends and late afternoon/evening shifts, up to 20 hours/week. The hiring range, dependent on experience and qualifications is \$9.65 – 11.75/hour. If you would enjoy the opportunity to make a difference and work in a collaborate environment where we celebrate and appreciate each other, please complete the Employment Application on our website:

<https://www.ywcaofstpaul.org/jobs>

And forward application, resume, cover letter and salary expectations to:

Email: [hr@ywcaofstpaul.org](mailto:hr@ywcaofstpaul.org)

Fax: 651-305-1602

Mail: YWCA St. Paul, 375 Selby Ave., St. Paul, MN 55102

YWCA St. Paul is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.