



St. Paul

MEMBER SERVICES REPRESENTATIVE

Come join our team at YWCA St. Paul and be a part of an organization that's making a difference in our community! YWCA St. Paul is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. We currently have several part-time opportunities on our Member Services team, Health and Fitness Center.

Our Member Services Representatives deliver exceptional customer service to all members and guests of YWCA St. Paul Health and Fitness Center. You will greet members and guests professionally; and proactively meet their needs by providing information on programs and services and maintaining accounts. The Member Services Representative provides a customized buying experience for new and prospective members, determining specific needs of individuals. In this role you 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, changes 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

The successful candidate will have:

- 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.
- 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.

Preference will be given to applicants with experience working in retail or hospitality industries.

These openings are for weekends and late afternoon/evening shifts, up to 20 hours/week.

If you enjoy the opportunity to make a difference and work in a collaborate environment where we celebrate and appreciate each other, **please submit your resume, salary requirements and completed application** to

hr@ywcastpaul.org. Applications can be found by following the link at the bottom of this page:

<http://www.ywcastpaul.org/about/jobs/>