FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

# YMCA of Alaska

**Job Title: Membership Services Representative**
**Status: Part-Time | FLSA: Non-Exempt Hourly**
**Department: Membership | Reports to: Membership Director**

**Schedule/Hours:** Flexible hours
**Pay Range:** $15–$17/hour

## POSITION OVERVIEW

The YMCA of Alaska is seeking a friendly, dependable Membership Services Representative to create a welcoming experience for members, guests, and program participants. In this front-line role, you will provide excellent customer service, support membership sales and program registration, answer questions, and help maintain a safe, organized, and positive environment at the Y.

This is an ideal opportunity for someone who enjoys working with people, multitasking in a busy environment, and promoting programs that strengthen youth development, healthy living, and social responsibility in our community.

## WHY WORK AT THE Y

At the YMCA, our mission and values come to life every day. We are welcoming, genuine, hopeful, nurturing, and determined. Team members help build stronger communities while working in an inclusive environment where they can grow, contribute, and make a meaningful impact.

## KEY RESPONSIBILITIES

- Greet members, guests, and program participants with excellent customer service in person and by phone.
- Conduct membership tours, answer questions, explain YMCA programs and financial assistance options, and support membership sales.
- Register members for programs and services, issue member scan cards and guest passes, and follow facility access procedures.
- Help maintain a clean, organized, and welcoming front desk, lobby, and member areas.
- Handle member concerns professionally and refer unresolved issues to the appropriate supervisor.
- Process sales and daily transactions accurately, including cash handling and shift closeout procedures.

- Follow YMCA policies, safety procedures, and emergency protocols to help ensure a safe environment for all.

## WHAT WE'RE LOOKING FOR

Successful candidates will bring strong customer service skills, professionalism, and a commitment to the YMCA mission. We're looking for someone who is welcoming, reliable, organized, and comfortable working with people of all ages and backgrounds.

## MINIMUM QUALIFICATIONS

- CPR/AED and First Aid certifications required within 30 days of hire.
- Strong interpersonal, communication, and problem-solving skills.
- Ability to work effectively with diverse groups of people.
- Previous customer service, sales, or related experience preferred.
- Basic computer skills and accurate data entry ability.

## WORK ENVIRONMENT

- This role includes regular computer and phone use, standing, walking, and assisting members throughout the facility.
- The ability to move throughout the building and occasionally lift up to 20 pounds is required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

The YMCA of Alaska is committed to building a diverse and inclusive team. We welcome applicants who are passionate about serving the community and creating a positive member experience.