



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BE A PART OF SOMETHING GREAT

KENOSHA YMCA

NOW HIRING: MEMBER SERVICE DESK REPRESENTATIVE

Follow set procedures to ensure that the building is open for business and operational for members and guests, and enhance the member experience by promoting a positive, professional, and welcoming atmosphere through excellent customer service and exemplifying our YMCA values.

JOB RESPONSIBILITIES

- Provide professional, friendly customer service both in person and via telephone.
- Handle members and guests concerns promptly and with courtesy.
- Be informed of all activities, programs, and special events offered at the Kenosha YMCA, and communicate information accurately.
- Process member and guest transactions generating a receipt, including but not limited to: membership enrollment, program registration, day pass purchases, payment processing.
- Assist with member and guest check-ins.
- Build relationships with members, and help them connect with one another, and to the YMCA.
- Attend quarterly staff meetings.
- Commit to the mission of the YMCA, and represent the core values of Caring, Honesty, Respect, and Responsibility.
- This is a part-time position.

KEY QUALIFICATIONS

- High school diploma or equivalent
- Minimum of 1 year of customer service experience
- Current CPR/AED certification or acquired within 6 months
- Must have computer knowledge/experience
- Must have reliable transportation
- Bilingual in Spanish is a plus



HOW TO APPLY

Please submit application to:

Jill Scholey, Member Service Desk Coordinator

7101 53rd Street, Kenosha, WI 53144

or jscholey@kenoshaymca.org