



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## OPEN POSITION ANNOUNCEMENT

<b><u>Position:</u></b>	<b>Customer Service Specialist (PT)</b>
<b><u>Locations:</u></b>	Positions available at Downtown, Rite-Hite and Northside/Parklawn YMCA Locations
<b><u>Hours:</u></b>	Varies – Daytime, Evenings & Weekends
<b><u>Reports to:</u></b>	Association Director of Membership
<b><u>Wage Range:</u></b>	\$11.15 - \$14.00 per hour (based on experience)

### **Major Responsibilities:**

- Responsible for reconciliation, documentation, and file maintenance of center member accounts.
- Ensure that center member files and membership holds, terminations, and employee terminations are converted in a timely manner and stored securely within our shared network.
- Responsible for documenting and communicating with members who owe a balance due to their payment schedule or a returned payment; includes mailing invoices, calling members, and documenting balance in Daxko (Membership Software) Operations.
- Review member accounts to ensure they are correct and follow membership guidelines.
- Responsible for uploading all new or revised membership information to electronic membership database.
- Communicate with members, staff, and leadership concerning invoices, collections, refunds, write-offs, and registration/membership status, both verbally and through written correspondence.
- Serve as a resource to Member Engagement Staff for "on the spot" questions related to membership accounts.
- Responsible for providing Collections report and compiling data for other membership relates reports as needed, and in a timely fashion.
- Accountable for strict adherence and consistent service in regard to all policies and procedures relating to membership rules and regulations.
- Responsible for other duties and projects as assigned to achieve goals and priorities of the Association.

### **Qualifications:**

- High School Diploma or equivalent and additional college coursework related to accounting or business.
- One year accounting experience or equivalent combination of education and experience.
- Minimum of one year in a member (customer) service environment.
- Experience working with Daxko (Membership Software), Microsoft Excel, Word and Outlook is preferred.
- Demonstrated proactive member (customer) service along with the ability to deal with a variety of members, staff and volunteers through effective written and verbal communication.
- Must be able to work in cooperation with a team and with a cross function focus.
- Ability to make independent sound judgments and decisions.
- Demonstrated success in work requiring a high level of accuracy.
- Must be able to tactfully deal with conflict and confidential information.
- Must be able to prioritize workload and take direction from multiple sources.

### **Benefits:**

Excellent benefits include a free individual membership, discounted YMCA child care and other programs. The incumbent will exhibit the core values of caring, honesty, respect, and responsibility in all aspects of their work with the YMCA

**Deadline:**                    **December 22, 2016**

**Apply Online:**            <https://apply.ymcamke.org>

*The Y is the nation's leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility*

**Equal Opportunity Employer  
THE YMCA WELCOMES A  
DIVERSE WORKFORCE**