



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPEN POSITION ANNOUNCEMENT

Join the Y and help us to Transform Lives!

Our mission and core values are brought to life by our culture. It's who we are, who we aspire to be and how we show up every day. **We are cause-driven.** We don't just show up, we show up with purpose. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

Now Hiring:

Customer Service Specialist (PT)

*****INTERNAL CANDIDATES ONLY*****

Wage:

\$12.75-\$14.00 per hour

Location(s):

Downtown YMCA

Hours:

5pm-8pm Evenings & Saturdays

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.

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**

- 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:

- Free Individual Membership or Discounted Household Membership to all YMCA Locations
- 403b Retirement Savings Plan
- Discounts on YMCA Programs, Child Care & Camps (based on qualifying hours worked)

Deadline:

March 6, 2019

Apply Online:

<https://apply.ymcamke.org>