Career Development Center
New York Early Childhood Professional Development Institute

Member Experience Representative I (Cross Island Ymca)

YMCA of Greater New York

Queens, NY 11426

Other | Part-time | Onsite | $18.00 - $18.00 an hour

Posted on November 9, 2026

Organization Statement

The YMCA of Greater New York is here for all New Yorkers — to empower youth, improve health, and strengthen community. Founded in 1852, today the Y serves a diverse population of more than half a million New Yorkers who learn, grow, and thrive through programs and services at our 24 branches. Community is the cornerstone of the Y. Together, we connect active, engaged New Yorkers to build stronger communities.

To help fulfill our mission, we cultivate a culture of learning, leading, and collaboration to enhance community impact. Through our talented staff and “LEAP” career framework (Leadership, Empowerment, Accountability, Personal Growth), we are committed to a people-first approach that fosters trust, inclusion, growth, and development for all.

Job Description

The Cross Island YMCA is seeking a Member Experience Representative who will provide a positive experience, in person and by telephone, to all YMCA constituents. They will provide a high-quality member experience by building relationships in order to meet the needs of our constituents. In addition, the Member Experience Representative will efficiently and accurately process all transactions, including facility access, memberships, and program registrations.

Responsibilities

Build and engage our community

- Enthusiastically greet and welcome everyone who enters the Branch with a smile as quickly as possible (staff says hello first!).
- Provide a positive experience with every interaction in person and over the telephone.
- Answer the telephone in a friendly and inviting manner, using the standard YMCA greeting.
- Offer all guests and prospective members a tour of the facility.
- De-escalate difficult situations according to Y standards and utilize the 4 A’s (Apologize, Ask, Acknowledge, Act).
- Converse with any member who is considering canceling their membership, in order to provide information to the Director.
- Make valuable use of any downtime by working on additional assignments.

Represent the Y brand in a professional manner

- Arrive promptly for each scheduled shift with a positive attitude and a high level of energy.
- Wear your staff uniform and visible name tag.
- Use professional communication to engage all YMCA constituents.
- Always conduct yourself as a team player and support co-workers and all staff in speech and actions.
- Conduct yourself according to the YMCA values of caring, honesty, respect, and responsibility.

Invest in your development

- Successfully complete training on our customer management software within thirty (30) days of employment.
- Take initiative for your personal and professional development by taking advantage of formal and informal opportunities the Y presents.
- Attend any relevant training that is assigned by the Director.

Provide excellent service

- To ensure safety and security for all, scan all members and program participants into the facility access system and ensure a photo is on file for every member.
- Answer telephone inquiries and collect contact information of callers in order to be able to follow up with prospective members and program participants.
- Transfer membership inquiries to the Director when appropriate.
- Process program registrations with a focus on engagement in the programs and provide necessary information.
- Be knowledgeable of all facility and program offerings in order to provide information to members and prospective members.
- Accurately process all transactions, including memberships, program registrations, facility access, and guest/resident room reservations, if applicable.
- Reconcile end-of-shift reports for accurate cash handling.
- Take adequate time with each constituent (do not rush).
- Efficiently process guest passes according to guest pass policies.
- Pass along important information that occurred during your shift to the Director.

Qualifications

- High School Diploma or equivalent required. Coursework toward a bachelor's degree is preferred.
- Two (2) to three (3) years of customer service experience required.
- Strong interpersonal skills with the ability to quickly build rapport and credibility.
- Entrepreneurial spirit with the willingness to support team members by covering additional shifts at times.
- Ability to work in a fast-paced environment and deal with pressure.
- Excellent customer service skills and solution-oriented.
- Computer literate with knowledge of Microsoft Office.
- **Minimum Education Level:** Highschool Graduate or GED
- **Preferred Education Level:** Some College Credits

Application Instructions

If you would like to be a member of our dynamic team, please complete our online application? and submit your résumé and a thoughtful cover letter that explains your interest in the role and

our organization.

Benefits:

The YMCA of Greater New York offers a variety of benefits to its staff members, including retirement benefits, medical, paid time off, free YMCA membership, and more! Benefit eligibility is determined by an individual's employment status (i.e., full-time or part-time), tenure, and/or the number of hours scheduled to work. Click here for more information.

Language Requirements

English

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