



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:**

\$11.15-\$14.00 per hour

**Location(s):**

Northside YMCA

**Hours:**

Hours vary

**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:**

**September 20, 2019**

**Apply Online:**

**<http://apply.ymcamke.org>**