Membership Representative III

ROBERT SMITH

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Objective

Independently motivated, extremely organized, able to maintain focus on multiple deadlines at once, and able to communicate tactfully with internal and external stakeholders.

Skills

Customer Service, Account Management, Fine Dining, Sales.

Work Experience

Membership Representative III

YMCA - December 2015 – 2020

- Provides excellent service to members, guests, and program participants in the Y and on the phone contributing to member retention.
- Greets and assists all members, potential members, program participants and staff in a courteous, professional and friendly manner.
- Builds relationships with members; helps members connect with one another and to the YMCA.
- Assists existing and prospective members regarding their individual membership needs.
- Provides membership and program information and requirements in an accurate and courteous manner.
- Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
- Schedules court reservations, provide rental equipment and sell YMCA merchandise.

Membership Representative

Delta Corporation - 2010 – 2015

- Overlooked all front desk operations including membership sales and customer service Maintained program information and schedules Maintained a .
- Marketed the Nielsen research concept to prospective households, educated and recruited participants to log the television programs they watched.
- Oversaw the incentive budget for participating homes within a designated field area of 500 homes Coordinated recruiting meetings and installation .
- Represented members in grievances and other employment matters, as well as, organized local unions and grew membership.
- Lobbied the state legislature on behalf of members.
- Gave tours to prospective clients and signed them up for memberships.
- Assisted members with billing issues and their membership agreements.

Education

Certified in Bartender - 2014(BarStar School of bartendening - Philadelphia, PA)

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