



## Job Description **Membership Services Representative**

**Status:** Part-Time, Non-Exempt  
**Salary:** Starting \$15.60 per hour  
**Location:** 125 LIVE, 125 Elton Hills Dr NW, Rochester, MN 55901  
**Hours:** 10-20 hours per week as assigned, may include evenings and weekends  
Reports to Membership Services Director.

### **Position Summary:**

125 LIVE Membership Services Representatives are responsible for promoting the organization among members, guests and the greater community. They also facilitate membership sales, enhance the member and guest experience as well as the overall satisfaction through continuous review and development of the highest standard of services.

### **Position Duties and Responsibilities:**

- Perform day-to-day operations of the Membership Service Team.
- Ensure the most positive experience possible for all members and guests by providing proactive communication and decision making.
- Greet every member and guest promptly upon their arrival at 125 LIVE with a smile, eye contact and personal message.
- Exhibit an enthusiastic, eager focus to members and guests that is prompt and courteous.
- Field prospective member inquiries and referrals.
- Conduct tours for prospective members and guests.
- Process new member applications.
- Coordinate, copy, compile and distribute welcome packets.
- Register members and guests for classes, activities, and events.
- Maintain member and guest data.
- Assist with special events.
- Serve as liaison between 125 LIVE Leadership Team and members / guests.

**Position Duties and Responsibilities Continued:**

- Monitor activities to ensure quality, safety, and enjoyment for all attendees.
- Work closely with the leadership team on continual process improvements.
- Maintain overall knowledge and mastery of software platforms as required.
- Work on additional projects as provided by the Membership Services Manager.
- Keep workspace desks clean, tidied, and organized.
- Maintain current marketing materials such as posters, flyers, and brochures.
- Thoroughly review the current schedules to inform members accordingly.
- Answer incoming phone calls and monitor/ reply to all incoming emails.
- Complete any other tasks as assigned.
- Ability to work 4-6 hour shifts on weekdays, evenings, and/ or weekends as assigned depending on staff availability.

**Education:** High school diploma or equivalency, preference given to those with postsecondary degrees.

**Work Experience:** Minimum one year of customer service experience or related area.

**Technical Skills:** Proficiency in Microsoft Office, data entry, internet-based applications, network folders, and audio/visual set ups for events,

**Physical Requirements:** Perform all physical aspects of the position including walking, standing, bending, reaching and lifting up to 50 pounds at a time.

**Dress Code:** Business casual; slacks, khakis, dark clean denim, chino shorts, dress shirt or blouse, open-collar polo shirt, 125 LIVE branded t-shirts, optional tie or seasonal sport coat, a dress or skirt an knee-length or below, a tailored blazer, knit shirt or sweater, and clean shoes that cover most or all of the foot. Staff cannot wear graphic t-shirts, tank tops, denim shorts, flip-flops, sling backs.

12/4/23