FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Job Title: **Sales Intern**
Status: Academic Internship
Reports to: Member Experience Director
Department: Membership
Revision Date: 08/03/2026

ST. CLOUD AREA FAMILY YMCA MISSION:

At the St. Cloud Area Family YMCA, we are united in a sincere desire to live out our great Mission. To put Christian principles into practice through programs that build a healthy spirit, mind, and body for all. Together, we pledge to do this daily, in our actions and interactions, with staff, members and guests of the YMCA, by serving, caring, and loving. To serve is to meet physical needs through our facility, programs, and responsive actions to questions or requests. To care is to meet emotional needs by engaging in genuine conversation, listening with intention, and developing relationships. To love is to provide opportunities for connection and service by keeping the Y a safe and welcoming place for all.

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. The Sales Intern will develop professional skills, including relationship building, lead management, community outreach and strategic partnerships. The Sales Intern will have the opportunity to engage with current and prospective members to provide high quality facility tours and provide information to meet individual needs and interests. The experience will include ownership of a project as determined by the Academic Syllabus requirements and the Member Experience Director.

ESSENTIAL FUNCTIONS:

1. **Member Sales:** Welcome prospective and current members by responding to inquiries, conducting facility tours, and providing information about YMCA memberships, programs, and services.

2. **Member Services Support:** Assist with membership recruitment and retention efforts through timely follow-up with prospective members and by delivering exceptional customer service.

3. **Administrative Membership Support:** Process memberships, program registrations, account updates, and provide timely follow-up to prospective members using Daxko and related systems.

4. **Program & Membership Promotion:** Promote YMCA memberships, programs, events, and seasonal campaigns to increase member engagement and participation.

5. **Community Engagement:** Shadow and/or represent the YMCA at community events, outreach activities, expos, corporate membership consultations and membership promotions as assigned.

6. **Relationship Building:** Build positive relationships with members, guests, staff, and volunteers while demonstrating the YMCA's core values of Caring, Honesty, Respect, and Responsibility.

7. **Member Experience:** Monitor member feedback and communicate questions, concerns, or facility needs to appropriate staff.

8. **Reporting & Recordkeeping:** Maintain accurate records and assist with tracking membership activities and other departmental analytics and reports.

9. **Safety & Compliance:** Follow all YMCA policies, safety procedures, risk management practices, and emergency response protocols.

10. **Professional Development:** Participate in staff meetings, training, and professional development opportunities, and perform other duties as assigned. Complete internship milestones with mentor as outlined by internship syllabus.

QUALIFICATIONS:

1. Previous sales, customer service or hospitality experience strongly preferred.
2. Students currently pursuing a degree in Sales, Marketing, Hospitality, Recreation or similar degree.
3. Basic Microsoft proficiency required. Membership management software (Daxko) or similar customer relationship management (CRM) systems preferred.
4. Demonstrated ability to deliver exceptional customer service and build positive relationships with members, staff, volunteers, and community partners.
5. Excellent verbal and written communication skills.
6. Strong organizational and time management skills with the ability to prioritize multiple responsibilities in a fast-paced environment.
7. Ability to analyze problems, exercise sound judgment, and make appropriate decisions.
8. Ability to learn new technology and maintain accurate records.
9. confidentiality and exercise professionalism in all interactions.
10. Commitment to the YMCA's mission, values, and culture of inclusion.
11. CPR, First Aid, AED, and Bloodborne Pathogens certifications (or ability to obtain within 60 days of hire).
12. Completion of all required YMCA trainings within established timeframes.
13. Successful completion of a background check in accordance with YMCA policies.
14. Valid driver's license and reliable transportation preferred for community outreach and events.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

SIGNATURE:

I have reviewed and understand this job description.

_____ _____

Employee's name Employee's signature

Today's date: _____