



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ENGAGING OUR COMMUNITY

Job Title: **Member Engagement Coordinator**
Leadership Level: Team Leader

Status: F/T, hourly
Reports to: Associate Executive Director

POSITION SUMMARY

Membership:

This position requires enthusiasm, high level thinking, customer service, sales, and supervisory experience. The position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. Directs all aspects of membership for the branch including recruitment of new members, retention of existing members, creation and sustainment of corporate and community partnerships, and supervision of assigned staff. Intentionally fosters a cause-centered culture that is welcoming, genuine, hopeful, nurturing, and determined.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. 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.

ESSENTIAL FUNCTIONS

1. Executes membership strategies that support recruitment of new members and retention of existing members. Enforces a member-focused culture and models relationship-building skills in all interactions. Fosters a climate of innovation and resolves problems to ensure member satisfaction.
2. Recruits, hires, trains, develops, schedules and directs membership personnel and volunteers as needed. Reviews and evaluates membership staff performance. Develops strategies to motivate membership staff and achieve goals.
3. Promotes program and membership enrollment in interactions with existing and potential members. Coordinates program registration, including logistics to support phone, walk-in and web registration. Coordinates with marketing efforts to maximize enrollments and provides ongoing support to Program Directors on related issues.
4. Ensures proper implementation of front desk procedures. Reviews and updates desk procedures and communicates changes to staff. Coordinates with the Administrative Manager as necessary on financial transactions.
5. Organizes membership events at the YMCA and represents the YMCA at community events to promote the YMCA.
6. Develops effective working relationships with service groups, community organizations and companies. Makes presentations about the YMCA and makes regular visits.
7. Provides and maintains membership related statistics and reports monthly and as needed.
8. Leads assigned aspects of the fund-raising campaign for membership staff team.
9. Audit membership files for accuracy.
10. Oversees and implements community programs that enhance the areas of development of the YMCA and meet the needs of our community.
11. Participates in leadership meetings twice per month.
12. Schedules and holds quarterly front desk staff meetings.

13. Performs other duties as assigned.

YMCA COMPETENCIES (Team Leader)

Mission Advancement: Engaging community, volunteerism, philanthropy, change leadership

Collaboration: champions activities, builds relationships, communicates effectively

Operational Effectiveness: critical thinking & decision making, fiscal management, functional expertise, innovation, program/project management

Developing & Inspiring People: developing self & others, emotional maturity

QUALIFICATIONS

1. High School Diploma or GED, Bachelor's Degree preferred
2. Previous supervisory experience in customer service preferred.
3. YMCA Team leader Certification preferred (or obtained within 2 years)
4. Excellent personal computer skills and experience with standard business software.
5. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.

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.
- Must be willing and able to work a flexible schedule, particularly evening and weekend hours.
- 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 50 pounds.
- Able to give facility tours & the ability to stand for long periods of time
- 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.

COMPENSATION

Job-Type: Full-time

Hourly Rate: \$15-\$19

Benefits:

- Generous retirement plan of 12% upon eligibility
- Paid vacation and sick time
- FREE Family Membership
- Discounted and free Y programs
- Annual bonus eligible

SUPERVISION

Staff reporting directly to this position: Membership Representatives