



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

LA PORTE COUNTY FAMILY YMCA JOB DESCRIPTION

Job Title: Membership Engagement Specialist - LB Job Code: 1048
FLSA Status: Non-exempt Worker Category: Part Time
Reports to: Metro Director of Membership Revision Date: 12/01/2022
Leadership Level: Leader Primary Function/Department: Membership

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. Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes and sells memberships and programs, and maintains cleanliness and organization of the lobby area.

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:

- Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
- Welcomes and scans in each member in a pleasant and friendly manner (i.e., greet, smile & make eye contact).
- Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
- Builds relationships with members; helps members connect with one another and the YMCA.
- Be able to actively listen to questions, concerns and feelings of members and staff. Be able to deal with members and staff in a honest, respectful and positive manner.
- Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
- Applies all YMCA policies dealing with member services.
- Performs other duties as assigned.

LEADERSHIP COMPETENCIES:

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change and seeks opportunities in the change process. Accurately assesses personal feelings, strengths, and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

- The successful candidate must have a high school diploma or a GED and be at least 18 years old.
- Certifications required within 30 days of hire: CPR/AED, and First Aid
- A minimum of two years’ prior customer service or relationship building experience is required, excellent interpersonal and problem-solving skills, sales experience is preferred.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Strong attention to detail required as well as excellent oral and written communication skills.
- Must be proficient in use of PC and demonstrate ability to use specific Membership software programs and software after completing training.
- Some business experience in an office setting is highly desirable.
- Ability to work with many interruptions, handling multiple tasks in a calm and responsible way always affirming the member (e.g., scan and smile, nod, wave while answering the phone, if alone)
- Complete annual online and in-person child sexual abuse prevention training.

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 stand 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:

The YMCA reserves the right to change this job description as conditions change.

I have read and understand the responsibilities listed above. By my signature below, I verify that I have the qualifications for the job and am able to perform these functions.

Employee’s Name

Employee’s Signature

Today’s Date: _____