



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPEN POSITION ANNOUNCEMENT INTERNAL POSTING

- Position:** Full Time Member Engagement Team Lead
- Locations:** Rite Hite YMCA (9250 N Green Bay Road Brown Deer, WI)
- Reports to:** Member Engagement Director
- Wage Range:** \$12.75 – \$16.00 per hour (based on knowledge & experience)

Major Responsibilities:

- Collaborate with Member Engagement Director (MEM), Center Executive, other Engagement Teams, Program Leaders, and Center staff by “Role Modeling” and ensuring consistent excellence in service.
- Lead and motivate a team that consistently meets the established outcomes of successful member engagement and relationship building.
- Consistently role model and evaluate staff on quality sales presentations, closing techniques, telephone and in-person service, and prospective/existing member engagement.
- Ensure that a working, relevant system of collecting and communicating information from members exists within the team. Establish protocol for consistent communication/recommendations to MEM and/or Program Leaders to enhance or develop programs based on information collected from members.
- Under the direction of MEM, lead team to execute strategies to respond to member feedback.
- Prepare and evaluate, on a regular basis, teams as the “knowledge experts” regarding Y programs/services.
- Meet and exceed monthly/annual membership sales goals/budget and retention goals; communicate progress toward these goals on a regular basis with the team.
- Ensure consistent prospect/member management including tracking and follow-up procedures.
- Assume “Manager on Duty” responsibilities including but not limited to 1st responder, conflict resolution, policy enforcement and opening and closing procedures.

Qualifications:

- Minimum of 2 years of supervisory experience, and/or demonstrated experience in successfully leading a team, preferably in a membership setting with a minimum of 3-5 years of customer service experience.
- Ability to identify readiness for training opportunities within team; and transfer knowledge to continually challenge and grow team members.
- Excellent communication skills both verbal and written plus negotiation, client presentation skills and track record of meeting or exceeding sales goals.
- Competency in Microsoft Office: Word, Excel, and Outlook.
- First Responder Certification within one month of hire.

Benefits:

Excellent benefits include health/dental/life insurance, 12% fully paid retirement plan, free membership and discounted YMCA child care and other programs. The incumbent will exhibit the core values of caring, honesty, respect, and responsibility in all aspects of their work with the YMCA

Deadline: October 1, 2015

Apply Online: <https://apply.ymcamke.org>