



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## OPEN POSITION ANNOUNCEMENT

\*\*\*Internal Posting\*\*\*

**Position: Member Engagement Specialist – Level 2 (FT)**

(2<sup>nd</sup> Shift, rotating every 3<sup>rd</sup> weekend)

**Locations: Rite-Hite YMCA (9250 N. Green Bay Rd, Brown Deer, WI)**

**Reports to: Member Engagement Team Lead**

**Wage Range: \$8.20-\$10.25 per hour (based on experience)**

**Major Responsibilities:**

**(Level 2- must be able to perform all duties and responsibilities of Level 1 plus those listed below)**

- Take personal accountability for the daily care of members as a first priority by personally engaging and building a network of relationships with members, on a consistent basis.
- Seek to understand what others are feeling and saying and respond to the needs of each specifically.
- Collaborate with Engagement Director, other Engagement Teams, Program Leaders and Center staff to ensure consistent excellence in service through daily care of members, program participants and volunteers.
- Assist in selling memberships and programs by engaging in relational selling; articulating the value of each to prospective members.
- Accurately process program registrations and assist in processing new memberships; including cash transactions and maintenance of member records. Must also respond to inquiries by phone.
- Anticipate and respond to and inquiries and/or complaints in a timely, professional, and or proactive manner.
- Meet and exceed membership satisfaction and retention goals.
- Practice strong fiscal stewardship for execution of membership and financial policies and procedures of the Association.
- Respond to emergency situations by adhering to the safety policies and procedures set for the Association.
- Responsible for other duties and projects as assigned by the Membership Engagement Director.

**Qualifications:**

- High school diploma and/or equivalent relevant work experience preferred
- Excellent communication skills both verbal and written required
- Must have demonstrated experience in conflict resolution
- Competency in Microsoft Office: Word, Excel, and Outlook
- Must exercise good judgment in decision making
- Must be accurate in cash handling and demonstrate strong organizational skills
- Must be able to multitask while maintaining excellent customer service practices

**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: March 24, 2016**

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