



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## OPEN POSITION ANNOUNCEMENT

**Position:** Member Engagement Team Lead – (FT)  
**Hours:** Vary - Daytime Evenings and Weekends  
**Locations:** Downtown YMCA (161 W. Wisconsin Avenue, Milwaukee, WI)  
**Reports to:** Operations Executive  
**Wage Range:** \$12.75 – \$16.00 per hour (based on knowledge & experience)

### **Major Responsibilities:**

Responsible for direct supervision, including hiring and training, of Kid Zone attendants and engagement specialists to respond to a wide variety of needs from members, participants, volunteers and staff. Essential duties:

- 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.
- Collaborate with Membership Sales Director, other Engagement Teams, Program Leaders and Center staff to ensure consistent excellence in service through daily care of members, program participants and volunteers.
- Ensure that a working, relevant system of collecting information from members exists within the team. Establish protocol for consistent communication/recommendations to Membership Director and/or Program Leaders to enhance or develop programs based on information collected from members.
- Hire, Supervise and motivate a team, Engagement Specialists and Kid Zone Staff that meets the established outcomes of successful member engagement and relationship building.
- Take personal accountability to train and evaluate staff on consistent excellence in sales presentations, closing techniques, telephone and in-person service, and prospective/existing member engagement.
- Meet and exceed monthly/annual membership sales goals/budget and retention goals; communicate progress toward these goals on a regular basis with the team.
- Role Model, and hold others accountable on proper management of prospects through leads, tours, walk-ups, no joins, phone inquiries, referrals, corporate wellness partners, guest passes, terminations, and prospects from campaigns.
- Assumes "Manager on Duty" responsibilities including but not limited to 1<sup>st</sup> 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.
- 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:**

12% fully paid retirement plan, health/dental/life insurance, 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 26, 2017

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