



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPEN POSITION ANNOUNCEMENT

Join the Y and help us to Transform Lives!

Our mission and core values are brought to life by our culture. It's who we are, who we aspire to be and how we show up every day. **We are cause-driven.** We don't just show up, we show up with purpose. **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.

Now Hiring:

Member Engagement Team Lead (Full-Time)

Wage:

\$12.75-\$16 per hour (based on knowledge & experience)

Hours:

Varies – Will include some nights and weekends

Location(s):

Downtown YMCA

Responsibilities:

- 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
- 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
- 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 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
- Minimum of 3-5 years of customer service experience
- Competency in Microsoft Office: Word, Excel, and Outlook
- First Responder Certification within one month of hire
- Must exhibit the core values of caring, honesty, respect, and responsibility in all aspects of work with the YMCA

Benefits:

- 12% Fully Paid Retirement Plan (following 2 year vesting period)
- 403b Retirement Savings Plan
- Comprehensive Health/Dental/Life Insurance
- Supplemental Insurance Options
- Free Individual Membership or Household Membership to all YMCA Locations
- Discounted YMCA Programs
- Discounted YMCA Child Care
- Discounted YMCA Camp

Deadline:

November 30, 2018

Apply Online:

<https://apply.ymcamke.org>

The Y is the nation's leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility

**Equal Opportunity Employer
THE YMCA WELCOMES A
DIVERSE WORKFORCE**