



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.

Join us and help transform lives!

Now Hiring:

Member Engagement Specialist – Level 1 (PT)

Wage:

\$7.75-\$8.50 per hour (based on experience)

Location(s):

Downtown YMCA

Hours:

Varying Weekday, Evening and Weekend Hours – 15-25 Hours per Week

Responsibilities:

- Responsible for member satisfaction and retention through impeccable member service and practices that promote member engagement
- Ensures that daily care of members is first priority
- Greet members by name, answer questions regarding programs and the facility in person and over the phone
- Meets and exceeds membership satisfaction and retention goals
- Delivers consistent excellence in member service and member engagement on the phone and in person
- Must exhibit the core values of caring, honesty, respect, and responsibility in all aspects of work with the YMCA

Qualifications:

- High school diploma and/or equivalent relevant work experience preferred
- Excellent communication skills both verbal and written required
- Competency in Microsoft Office: Word, Excel, and Outlook
- Must be accurate in cash handling and demonstrate strong organizational skills

Benefits:

- Free Individual Membership or Discounted Household Membership to all YMCA Locations
- 403b Retirement Savings Plan
- Discounts on YMCA Programs, Child Care & Camps (based on qualifying hours worked)

Deadline:

February 1, 2019

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**