



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:**

**April 22, 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**