



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 Service Director (Full-Time)

*****Internal Candidates Only*****

POSITION SUMMARY:

Under the direction of the Senior Director - Membership, the Member Service Director will provide an intentional focus on building and fostering a culture of member engagement through providing outstanding, personalized service to members. Through the building and maintaining of an engagement culture, the Member Service Director oversees the member service team that strives to continually improve all aspects of the member experience. The Member Service Director is the main driver for the growth of membership revenue through retention of existing members.

Wage:

(Based on experience)

Hours:

Varies-Daytime, Evenings and Weekends

Location(s):

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

ESSENTIAL FUNCTIONS:

- Create a member-engagement culture through a team based structure that encourages relationships and provides opportunities for members to become involved, serve, and lead YMCA programs.
- Serve as a leader to coordinate the Branch's operational functions that impact members; ensuring that all public areas are well presented.
- Supervise the Branch Service Coordinator that is responsible for delivery of the orientation, training & role modeling, and evaluation of engagement strategies, experience standards & relationship building.
- Supervise and support the Branch KidZone Coordinator that is responsible for the KidZone department, including staffing, programming, and member engagement of families within the KidZone program area.
- Provide direction, leadership, support, and timely feedback to Service Coordinator and engagement team through strategic planning, process evaluation and improvement, and performance management.
- Operate membership as a mission-driven program that, even absent other programs, delivers values, fun, support for health & well-being through a strong sense of relationships and community.
- Develop, meet and exceed monthly/annual Membership goals.
- Monitor & strengthen key drivers; member loyalty, cleanliness, friendliness and value for the money.
- Establish annual performance objectives related to membership best practices for all staff,

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

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THE YMCA WELCOMES A
DIVERSE WORKFORCE**

- including demonstrating behaviors that facilitate relationships with and among members.
- Provides direction in member integration discipline including behavior modification by staff in all service lines; interviewing, training, deployment & ongoing education.
- Role model collaborative leadership behaviors between all Branch areas; hold others accountable and work to rectify issues.
- Prepare staff teams as the “knowledge experts” regarding Y programs and services.
- Commit adequate resources to develop and facilitate appropriate relationships with and between members.
- Maintain strong fiscal stewardship through the development and monitoring of the approved annual budget.
- Collaborate with Member Sales Director to ensure the seamless transition from prospect to fully engaged member.
- Responsible for other duties and projects as assigned by the Senior Director - Membership.

EDUCATION AND/OR EXPERIENCE:

This position prefers a college degree and 6 years related work experience, with a minimum of three years in a supervisory customer (member) service environment. The proven ability to establish and maintain favorable relationships required.

KNOWLEDGE AND SKILLS REQUIREMENTS:

- Demonstrated success in leading work teams while producing quality results within tight timeframes, simultaneously managing several projects and facilitating productive group meetings.
- “Role Model” member service behaviors; tactfully resolving conflict, handling confidential information, etc.,
- Proficient knowledge level of member and program business systems of the organization, including Daxko Operations and Daxko Engage.
- Highly organized and accurate; able to hold others accountable for same level of skill.
- Possess effective and professional written and verbal communication skills.
- Working knowledge of budgeting and forecasting.
- Effectively employ a coaching/counseling approach through formal and informal sessions.
- Skilled in working with Microsoft Office Suite programs is preferred.
- First Responder training completed within 30 days of hire

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: September 6, 2019

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