



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 Coordinator (FT)**

POSITION SUMMARY:

Under the direction of the Member Service Director, the Member Service Coordinator will provide an intentional focus on building and fostering a culture of member engagement through creating and implementing new standards of service that result in opportunities for members to become more involved, to serve, and to lead within the Y. Moreover, the Member Service Coordinator will be responsible for the overall activities of the membership department by providing direct coaching to the team members on all aspects on meeting successful membership goals, including management of financial assistance, volunteer recruitment and on boarding, as well as support of engagement within other core service areas.

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:

- 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.
- Seek to understand what others are feeling and saying and respond to the needs of each specifically utilizing Listen First.
- Collaborate with Member Service Director, other Engagement Teams, Program Leaders and Branch 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.
- Under the direction of Member Service Director, lead team to execute strategies to respond to member feedback. Monitor and strengthen member loyalty, cleanliness, friendliness, etc.
- Hire, Supervise and motivate a team 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.
- Role Model collaborative leadership behaviors between all Branch areas and ensure team members demonstrate the same behaviors. Prepare and evaluate, on a regular basis, teams

as the "knowledge experts" regarding Y programs/services.

- Meet and exceed monthly/annual membership 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 responsibilities. Including but not limited to, 1st responder, conflict resolution, policy enforcement and opening and closing procedures.
- Be committed to the YMCA of Metropolitan Milwaukee's Child Abuse/Neglect Prevention efforts as a mandatory reporter.
- Responsible for other duties and projects as assigned by the Membership Member Service Director.

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.

KNOWLEDGE AND SKILLS REQUIREMENTS:

- 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.

SUPERVISORY RESPONSIBILITIES

Responsible for direct supervision, including hiring and training, of Engagement Specialists 1 to respond to a wide variety of needs from members, participants, volunteers and staff.

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 19, 2019

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