



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:**

\$7.25-\$8.80 per hour (based on experience)

**Location(s):**

Northside YMCA

**Hours:**

Monday-Friday 5:00am-10:00am

**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:**

**September 19, 2019**

**Apply Online:**

**<https://apply.ycamake.org>**