



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPEN POSITION ANNOUNCEMENT

Position: Member Engagement Director (FT)

Locations: Northside & Parklawn YMCA

Reports to: Sales and Retention Director

Wage Range: Commensurate with Experience

Major Responsibilities:

- 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 center's operational functions that impact members; ensuring that all public areas are well presented
- Supervise the center Team Leads that are responsible for delivery of the orientation, training & role modeling, and evaluation of sales and engagement strategies, experience standards & relationship building
- Provide direction, leadership, support, and timely feedback to Team Lead 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
- Develop and execute systems that ensure consistent prospective & existing member tracking, follow up & engagement
- Conduct member surveys monthly to ensure members feel welcome and actively respond to the results
- 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, including demonstrating behaviors that facilitate relationships with and among members
- Provides direction in member integration discipline including behavior modification by staff in all core service lines; interviewing, training, deployment & ongoing education
- Role model collaborative leadership behaviors between all center 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
- Responsible for other duties and projects as assigned by the Center Leader

Qualifications:

- College degree preferred, 6 years related work experience with a minimum of three years in a supervisory customer (member) service environment
- Demonstrated success in leading work teams (matrix style) 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
- Proven track record of meeting and exceeding goals in a sales environment
- 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:

Excellent benefits include health/dental/life insurance, 12% fully paid retirement plan, free membership and discounted YMCA child care and other programs. The incumbent will exhibit the core values of caring, honesty, respect, and responsibility in all aspects of their work with the YMCA

Deadline: **July 22, 2016**

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