



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## OPEN POSITION ANNOUNCEMENT

**Position:** Member Engagement Specialist – Level 1 (PT)

**Locations:** Downtown YMCA (161 W. Wisconsin Ave., Milwaukee, WI)

**Hours:** Varies – Daytime, Evenings & Weekends

**Reports to:** Member Engagement Team Lead

**Wage Range:** \$7.25-\$8.80 per hour (based on experience)

**Major 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
- Collect and process program registrations
- Collaborates with Member Sales, Wellness and Program staff to ensure consistent excellence in service through daily care of members, program participants, and volunteers
- Meets and exceeds membership satisfaction and retention goals
- Delivers consistent excellence in member service and member engagement on the phone and in person
- Follows-up to all member inquiries and/or complaints in a timely and professional manner
- Respond to emergency situations by adhering to the safety policies and procedures set for the Association

**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 exercise good judgment in decision making
- Must be accurate in cash handling and demonstrate strong organizational skills
- Must be able to multitask while maintaining excellent customer service practices

**Benefits:**

Excellent benefits include a free individual membership, 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:** September 5, 2016

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