



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPEN POSITION ANNOUNCEMENT

- Position:** **Operations Executive Downtown Center (FT)**
- Locations:** Downtown YMCA (161 W. Wisconsin Ave., Milwaukee, WI)
- Reports to:** CEO
- Starting Salary:** \$65,000 to \$75,000

Under the direction of the CEO, the Downtown Center Operations Executive will be responsible for the day to day operation of a high quality, board lead, member centered Y, and will serve as the principal liaison and relationship builder within the local community. The Downtown Center Operations Executive will be accountable for membership and retention leads to maximize overall revenue in support of the mission of the Milwaukee YMCA.

Major Responsibilities:

- Develop, administer and maintain accountability for the annual center budget. Insure cost containment and expense controls are in place and documented in contingency plans. Initiate and inspire an environment where revenue generation supports strong mission, vision and programs.
- Provide leadership to the Center sales and membership teams in effectively executing all sales activities.
- Participate in development of new membership and program services and products.
- Develop, meet and exceed monthly and annual membership sales, retention and satisfaction goals.
- Provide direction, leadership, support, and timely feedback to Sales and Retention teams through strategic planning, process evaluation and improvement, and performance management.
- Lead a high-performing team of staff on relationship building, member retention and member sales; and excellence in service; demonstrate and ensure staff delivers consistent excellence in sales presentations, closing techniques, impeccable telephone and in-person service, and member engagement.
- Possess a practical understanding of the operations of assigned facility. Maintain a secure and safe environment that exceeds member expectations.
- Role Model strong fiscal stewardship through the development and monitoring of the approved annual budget with recommend adjustments.
- Collaborate with Core Service Leaders, Executive Directors and Subject Matter Experts (SMEs) to ensure consistent excellence in service through daily care of members, program participants and volunteers.
- Provide leadership and direction to Center Board volunteers and work collaboratively with Center Board Chair to build an engaged and informed board of volunteers.
- Provide leadership to and coordination of Annual Giving Campaign, Capital Campaigns and other funding raising events.
- Develop and maintain contacts in the community with business and civic leaders, interpreting the work of the YMCA. Solicit their interest and support, through service clubs, churches, schools, Chamber of Commerce, etc.

- Develop and maintain relationships with diverse community leaders as a basis for financial development and identification/implementation of responsive programs for communities served. Work with social, civic and local organizations to develop partnerships, where appropriate, to cultivate and/or utilize volunteers.
- Ensure proper implementation of core service line programs through direct supervision of center staff.
- Be accountable to the CEO for execution of policies and procedures of the Association.
- Requires flexible hours to work evenings and weekends to ensure staff is engaged and delivering excellence in service.
- Responsible for strict adherence to all policies and procedures related to safety and conduct rules and other regulations.

Qualifications:

- A Bachelor's degree, or equivalent education/experience.
- Minimum of 5 years of successful experience that includes extensive management and supervisory experience.
- Must possess a positive history of leadership in the areas of volunteer and staff development, budget and fiscal management, financial development, strategic planning and community development.
- Organizational Leadership Certification preferred.
- Proven ability to have initiative, good judgment and ability to make decisions independently.
- Strong public relations skills with excellent written and oral presentation skills.
- Competent computer skills; Windows, membership, and volunteer database management software.
- Demonstrated ability to lead people and obtain results through others.
- Ability to manage multiple priorities with a high volume of work.
- The incumbent will exhibit the core values of caring, honesty, respect, and responsibility in all aspects of their work with the YMCA.

Benefits:

Excellent benefits include health/dental/life insurance, 12% fully paid retirement plan, free membership and discounted YMCA child care and other programs.

Deadline:

October 31, 2016

Apply Online:

<https://apply.ymcamke.org>