



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPEN POSITION ANNOUNCEMENT

Position: **Engagement Specialist** – Milwaukee Swims (PT)

Locations: Various YMCA/Milwaukee Swims Locations

Reports to: Product Director – Aquatics

Wage Range: \$9.00 per hour

Major Responsibilities:

1. 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
2. Seek to understand what others are feeling and saying and respond to the needs of each specifically
3. Assist with questions regarding services or other information
4. Navigate, search, and enter basic information utilizing Daxko, the information system for Y membership records
5. Work as part of the aquatics engagement team to consistently deliver excellence in member service and engagement
6. Respond to all inquiries and/or complaints in a timely, professional, and or proactive manner
7. Accountable to the Product Director - Aquatics for execution of policies and procedures of the Association
8. Respond to emergency situations by adhering to the safety policies and procedures set for the Association

Qualifications:

- High school diploma (or equivalent) with some customer service experience preferred
- Friendly disposition, knowledge and demonstration of excellent customer service practices
- Ability to communicate effectively with a diverse population
- Model values of honesty, caring respect and responsibility

Benefits:

Excellent benefits include 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 18, 2016**

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