



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 2 (FT)

POSITION SUMMARY:

Under the direction of the Engagement Team Lead, the Engagement Specialist 2 will provide an intentional focus on building and fostering a culture of member engagement through providing outstanding, personalized service to members. The Engagement Specialist 1 will be responsible for contributing to the overall member experience provided by the Engagement Team. The Engagement Specialist Level 1 will connect members with Y resources, programming and options through listening and engaging with members throughout their wellness journey.

Location(s):

Rite Hite YMCA

Wage:

\$8.20-\$10.25 per hour (based on experience)

Hours:

35-40 Hours per week (Monday through Friday, evenings to close, may include weekends)

ESSENTIAL FUNCTIONS: (Level 2- must be able to perform all duties and responsibilities of Level 1 plus those listed below)

- Take personal accountability for the daily care of members as a priority by personally engaging and building a network of relationships with members, on a consistent basis.
- Seek to understand what others are feeling and saying and respond to the needs of each specifically.
- Collaborate with Engagement Director, other Engagement Teams, Program Leaders and Center staff to ensure consistent excellence in service through daily care of members, program participants and volunteers.
- Assist in selling memberships and programs by engaging in relational selling; articulating the value of each to prospective members.
- Accurately process program registrations and assist in processing new memberships; including cash transactions and maintenance of member records. Must also respond to inquiries by phone.
- Anticipate and respond to and inquiries and/or complaints in a timely, professional, and or

The Y is the nation's leading nonprofit committed to strengthening communities through youth development, healthy living and social responsibility

**Equal Opportunity Employer
THE YMCA WELCOMES A
DIVERSE WORKFORCE**

proactive manner.

- Meet and exceed membership satisfaction and retention goals.
- Practice strong fiscal stewardship for execution of membership and financial policies and procedures of the Association.
- Respond to emergency situations by adhering to the safety policies and procedures set for the Association.
- Responsible for other duties and projects as assigned by the Membership Engagement Director.

QUALIFICATIONS:

- This position requires a high school diploma or equivalent with customer service and sales experience that includes working with a diverse population. Must have demonstrated experience in conflict resolution.

KNOWLEDGE AND SKILLS REQUIREMENTS:

- Friendly disposition, knowledge and demonstration of excellent customer service practices.
- Must exercise good judgment in decision making.
- Must be accurate in cash handling and demonstrate strong organizational skills.
- First responder certification required as directed.
- Must be able to demonstrate good written and verbal communication skills within a diverse population.

Benefits:

- 12% Fully Paid Retirement Plan (following 2 year vesting period)
- 403b Retirement Savings Plan
- Comprehensive Health/Dental/Life Insurance
- Supplemental Insurance Options
- Free Individual Membership or Household Membership to all YMCA Locations
- Discounted YMCA Programs
- Discounted YMCA Child Care
- Discounted YMCA Camp

Deadline:

February 20, 2019

Apply Online:

<https://apply.ymcamke.org>