



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:**

\$9.00-\$9.50 per hour (based on experience)

#### **Hours:**

35-40 Hours per week (*Sundays 7:30AM-3PM, Monday Tuesday Thursday 2:00PM-9:30PM, Friday 8AM-1PM*)

#### **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.

*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**

- Anticipate and respond to and inquiries and/or complaints in a timely, professional, and or 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:**

**July 10, 2019**

#### **Apply Online:**

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