



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PIEDMONT FAMILY YMCA JOB DESCRIPTION

Job Title: **Membership Director**
Leadership Level: Team Leader
Status: F/T
Reports to: Executive Director

Pay Range: \$45,000-\$55,000
FLSA Status: Exempt
Department: Membership
Revision Date: 1/3/19

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. Directs all aspects of membership for the branch including recruitment of new members, retention of existing members and supervision of assigned staff. Develops, plans and implements new procedures and methods to achieve strategic goals.

ESSENTIAL FUNCTIONS:

- Implements membership strategies that support recruitment of new members and retention of existing members. Creates a member-focused culture and models relationship-building skills in all interactions. Fosters a climate of innovation and resolves problems to ensure member satisfaction.
- Recruits, hires, trains, develops, schedules and directs personnel and volunteers as needed. Reviews and evaluates staff performance. Develops strategies to motivate staff and achieve goals.
- Promotes program and membership enrollment in interactions with existing and potential members. Coordinates program registration, including logistics to support phone, walk-in and web registration. Coordinates with marketing efforts to maximize enrollment
- Participates in the planning of the annual budget; manages and implements the approved budget for membership and takes appropriate action to correct variances
- Ensures proper implementation of front desk procedures. Reviews and updates desk procedures and communicates changes to staff. Coordinates with the business office as necessary on financial transactions.
- Organizes membership events at the YMCA and represents the YMCA at community events to promote the YMCA.
- Leads assigned aspects of the fund-raising campaign.
- Participates in staff meetings and/or related meetings.
- Performs other duties as assigned.

LEADERSHIP COMPETENCIES:

Advancing Our Mission & Cause: Engaging Community, Volunteerism, Philanthropy, Change Leadership

Building Relationships: Collaboration, Communication & Influence, Inclusion

Leading Operations: Critical Thinking & Decision Making, Fiscal Management, Functional Expertise, Innovation, Program/Project Management

Developing & Inspiring People: Developing Self & Others, Emotional Maturity

QUALIFICATIONS:

- Bachelor's degree in related field preferred or equivalent combination of education and experience.
- Previous supervisory experience in customer service preferred.
- Excellent personal computer skills and experience with standard business software.

- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Managed a membership department with a minimum of 3,000 membership units
- Experience with budgets in excess of \$3 million
- Previous experience supervising full-time staff
- Applicants with Daxko and YMCA experience highly preferred

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____