



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## PIEDMONT FAMILY YMCA JOB DESCRIPTION

Job Title: Member Services Coordinator/Youth & Family    Pay Range: \$40,000+  
Leadership Level: Leader    FLSA Status: Exempt  
Status: F/T    Department: Member Services  
Reports to: VP of Branch Operations    Revision Date: 4/6/2022

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### POSITION SUMMARY:

The Membership Services Coordinator position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living, and social responsibility. This position will manage and oversee the Stay & Play, Community Room rentals, Special Events programming, and assist with other Member Services Department responsibilities. These include, but are not limited to, the supervision and scheduling of assigned staff, overseeing developed plans, implementing new procedures/methods to achieve strategic goals.

### ESSENTIAL FUNCTIONS:

- Promote a professional work environment through character development by modeling the values of caring, honesty, respect, and responsibility.
- Oversee the implementation of the daily operations of Stay & Play and Community Outreach programs/special events.
- Compiles program statistics; monitors and evaluates the effectiveness of and participation in programs
- Recruits, hires, trains, develops, schedules, and directs personnel for Stay & Play. In conjunction with the Membership Director, reviews and evaluates staff performance.
- Demonstrate excellent interpersonal and customer service/relations skills including verbal and written communication skills to effectively interact with a wide variety of people including YMCA personnel, public, and volunteers.
- Provide leadership through planning, organizing, supervising and facilitating children in a variety of age-appropriate curriculum-based experiences.
- Responsible for implementing developmentally appropriate curriculum based on the age of children in care.
- Works with all departments to ensure front line staff are aware of ALL building activities and flow of traffic to always ensure proper staffing.
- Ensures proper implementation of Stay & Play procedures. Reviews and updates these procedures as necessary while communicating changes to staff.
- Responds to all member and community inquiries and complaints in a timely manner.
- Act as a leader in emergency situations. Report any accidents or incidents according to Emergency Communication Action Plan.
- Assists in creating a member-focused culture and models relationship-building skills in all interactions. Fosters a climate of innovation and resolves problems to ensure member satisfaction.
- Coordinates monthly ordering of supplies and ensures upkeep of the Community Room and Stay & Play.
- 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.
- Minimum of 2 years' experience in related field; YMCA experience preferred.
- Minimum of 1-year supervisory experience in customer service.
- Ability to define problems, collect data, come to valid conclusion, and complete to resolution.
- Detail oriented and has excellent communication skills.
- Computer literacy including proficiency of Microsoft Word, Excel, Power Point, and the ability to learn and effectively use other YMCA specific software.

**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 the job, the employee is regularly required to use a computer for extended periods of time and 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.

**SIGNATURE:**

**I have reviewed and understand this job description.**

I have reviewed and understand this job description.

Employee's name \_\_\_\_\_ Employee's signature \_\_\_\_\_

Today's date: \_\_\_\_\_