



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# PIEDMONT FAMILY YMCA JOB DESCRIPTION

Job Title: **MEMBER SERVICES COORDINATOR**

Leadership Level: Leader

Status: F/T

Reports to: VP of Branch Operations

Pay Range: \$40,000+

FLSA Status: Exempt

Department: Member Services

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 Membership desk, 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 the Welcome Desk, Stay & Play and Community Outreach programs/special events.
- Recruits, hires, trains, develops, schedules, and directs personnel for the Member Services desk and 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.
- Manages monthly membership campaign. Meets or exceeds monthly tour/join/retention goals. Ensures staff meets or exceeds engage goals.
- Works with all departments to ensure front line staff are aware of ALL building activities and flow of traffic to ensure proper staffing at all times.
- Promotes membership and program enrollment in interactions with existing and potential members. Helps coordinate program registration, including logistics to phone support, walk-in and web registration to maximize enrollment.
- Assists with the auditing of membership files for accuracy as assigned by the Membership Director.
- Ensures proper implementation of Member Services and Stay & Play procedures. Reviews and updates these procedures as necessary while communicating changes to staff.
- Handles membership concerns and informs Membership Director of any unusual situations or unresolved issues.
- 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 front desk equipment.
- Supports and assist Senior Membership Director as needed.
- 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: \_\_\_\_\_