



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PIEDMONT FAMILY YMCA JOB DESCRIPTION

Job Title: **Membership Director**
Leadership Level: Team Leader
Status: Full-time
Reports to: VP of Branch Operations

Pay Range: \$50,000-\$55,000 FLSA
Status: Exempt
Department: Member Services
Revision Date: 4/19/2022

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. Assists in all aspects of membership for the branch including recruitment of new members, retention of existing members and supervision of assigned staff. In collaboration with the VP of Branch Operations, develops, plans and implements new procedures and methods to achieve strategic goals.

ESSENTIAL FUNCTIONS:

- Assists in creating a member-focused culture and models relationship-building skills in all interactions. Fosters a climate of excellent customer service, innovation and resolves problems to ensure member satisfaction. Maintains a positive working relationship with members and fellow staff.
- Works at least 10 hours per week at the front desk, directly interfacing with members. Develops and maintains positive relationships with members, program participants and volunteers.
- Gives tours and educates members and prospective members on services, programs, events and volunteer opportunities. 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.
- 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.
- Support the Wellness Department with Fit-Path orientations and Virtua-Gym app.
- Creates and manages an updated a filing system for paper member documentation/ member modifications, and uses digital upload system in Daxko to maintain approved documentation.
- Audits membership files for accuracy; including Age Up reporting, CC Returns, Updated CCs and etc.
- Manages collections and returns monthly with a goal to adequately reduce collectable debt amount by month end, and to ensure member's accounts are up to date and accurate.
- Processes Financial Assistance applications under the direction of the VP of Branch Operations, and communicate status to members and note accounts in DAXKO.
- Coordinates monthly ordering of supplies and ensures upkeep of front desk equipment.
- 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.
- Must have the ability to communicate and address issues effectively in a verbal and written format. Ability to speak effectively with staff, members, collaborators, vendors and volunteers.
- Ability to define problems, collect data, come to valid conclusion, and complete to resolution.
- Detail oriented and has excellent connection and relatability skills.
- Previous supervisory experience in customer service.
- 4 years YMCA or other non-profit experience.
- Intermediate to advanced level computer skills with programs including but not limited to Word, Excel, and Outlook. Preferred experience with membership software Daxko Operations.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.

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: _____