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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

JAMES FAMILY PRESCOTT YMCA JOB DESCRIPTION

Job Title: **Member Experience Director**

FLSA Status: Exempt

Leadership Level: Team Leader

Department: Membership

Revision Date: December, 2021

Reports to: Operations Director

POSITION SUMMARY:

With the assistance of the Operations Director, develops, organizes and implements high quality, member-focused membership services by assisting in leading the Membership Department of a branch. This position is responsible for the overall member experience and will touch all aspects of the branch's facility, programs and staff.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **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.

QUALIFICATIONS:

1. Minimum age of 21.
2. Minimum of two years in membership services, marketing, sales, and/or customer services.
3. Working knowledge of computers and office machines.
4. Ability to communicate effectively in person, on telephone, and through email.
5. Ability to communicate effectively with diverse populations including members, peers/co-workers, supervisors, and volunteers.
6. Ability to learn and retain information related to programs, services, and membership options.
7. Ability to handle conflict management in a positive manner.
8. Ability to coordinate and plan events and activities.
9. Ability to lead staff team.

LEADERSHIP COMPETENCIES:

- Engaging Community
- Developing Self & Others
- Critical Thinking & Decision Making

ESSENTIAL FUNCTIONS:

1. Works with Operations Director in developing operational objectives and strategic direction for membership growth and retention.
2. With the assistance of the Operations Director, helps to develop and monitor the branch membership budget to ensure fiscal objectives; assists in fund raising branch efforts.
3. Guides membership sales per established promotion guidelines, high quality member-focused environment, and works with the branch membership team to develop retention strategies
4. Monitors services to ensure that they meet the needs of the members, community partners, and association standards.
5. Develops and maintains collaborative relationships with other community organizations.

VALLEY OF THE SUN YMCA

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6. Provides effective communication to staff, members, prospective members, and community partners
7. Responds to all members, community inquiries, and concerns in timely and positive manner.
8. Maintains full coverage/operations at the Member Service area and Child Watch; including but not limited to Sales, Engagement and Connections.
9. Personally leads the member experience by working in ratio at the welcome center during prime time and other times as needed or directed by the business needs or YMCA's expectations.
10. Assists with the recruitment, trainings, scheduling and leads personnel and volunteers as needed.
11. Provides input regarding staff performance and makes recommendations regarding development and promotion of staff to the Operations Director.

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.

1. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to operate objects, tools, and/or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch and/or crawl; talk and/or hear; taste and/or smell.
2. The employee occasionally required to lift and/or move 45 pounds
3. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus

CERTIFICATION REQUIREMENTS:

Within The First 30-60 Days:

- Child Abuse Prevention Code of Conduct Form
- Child Abuse Prevention
- CPR & AED
- Appropriate Touch
- Social Media & Digital Communications
- Harassment Prevention
- Blood Borne Pathogens
- Basic First Aid

Recommended:

- Y-USA Introduction to Listen First
- Y-USA New Employee Orientation

***Other position specific trainings may be required*

AGREEMENT:

The James Family Prescott YMCA reserves the right to change and/or modify the job requirements, responsibilities, and qualifications for this position to meet changing organizational needs. Further, these statements are intended to describe the general nature and level of work involved for this job. Nothing in this description is intended to represent all functions, duties, and responsibilities of the associate holding this job title, or to alter the at-will nature of their employment. I understand and accept that the above description represents our agreements as to the general responsibilities of the job to be performed.

Employee's Name (Please Print)

Supervisor's Name (Please Print)

Employee's Signature

Supervisor's Signature

Date

Date