



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

DECATUR FAMILY YMCA

Job Title: **Member Engagement Specialist**

FLSA Status: Part Time Hourly Employee

Reports to: Membership Coordinator

Revision Date: 5/16/2018

POSITION SUMMARY:

To build relationships with people: members, staff, volunteers, donors and community leaders. To teach and model the four values of caring, honesty, respect and responsibility. Perform the essential functions and area specific duties as required.

ESSENTIAL FUNCTIONS:

1. Greet members and guest.
2. Provide for a customer-friendly, orderly and efficient Membership operation including check-in, receipting, access control, tours, telephone and reception functions.
3. Become an expert on the YMCA and its programs so that accurate and up-to-date information is given on programs, fees, and fee structure.
4. Serve as a YMCA membership sales representative, encouraging YMCA membership purchase and use.
5. Maintain a positive and organized work environment contributing to a friendly and inviting atmosphere both emotionally and physically.
6. Assist in clerical and detail-oriented work such as mailings and phone calls as work flow and work demands allow.
7. To work within the established policies and procedures that help the YMCA serve the community and meet its mission.
8. Be able to articulate the YMCA's Mission, values and benefits.
9. Ask members to contribute to the annual campaign.
10. Accountable for happy, satisfied and welcomed members and guests.
11. Accountable for accurate cash outs.
12. Attend regularly scheduled staff meetings.
13. Be open, friendly and approachable to members. Frequently ask if there is any way you can help.
14. Follow the staff dress code for position.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience.

Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. A minimum of a high school diploma. Computer and data entry skills helpful.
2. Congenial, warm and positive attitude.
3. Ability to handle multiple tasks.
4. Excellent phone skills
5. Training requirements within 90 days of hire include completion of: Child Abuse Recognition & Prevention; CPR; First Aid; AED; Bloodborne Pathogens; Harassment at the Y; and Y101.

PHYSICAL DEMANDS:

Sufficient strength, agility and mobility to perform essential functions and to supervise program activities in a wide variety of indoor and outdoor locations (depending upon the programs).

AREA SPECIFIC DUTIES

Ask "satisfaction questions" about program and service.

Listen to suggestions and respond promptly.

Address complaints/concerns immediately.

Invite members to participate in other programs.

Acquaint members with other YMCA programs and benefits.

Recommend participation in a variety of Y programs.

Staff member's signature

Date

Supervisor's signature

Date

DECATUR FAMILY YMCA

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