

A BETTER US STARTS WITH U



WE WANT YOU ON OUR TEAM!

**The FOND DU LAC FAMILY YMCA
IS NOW HIRING:**

MEMBERSHIP SPECIALIST Part-Time

The Fond du Lac Family YMCA is hiring a Membership Specialist to provide exceptional member service and perform the general operations of the Membership Desk. This includes membership sales, program sales, and creating a friendly and courteous environment for everyone that enters the building. Specialists are responsible for making people feel welcome and part of the YMCA community. Detailed and accurate knowledge of memberships, program information, and current promotions are necessary.

RESPONSIBILITIES:

- Provides impeccable service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
- Enters membership and program information. Applies all policies dealing with membership sales and terminations. Reviews and recommends new and updated procedures. Ensures all materials related to membership are updated and available. Maintains a thorough knowledge of Y programs and events. Coordinates with the business office as necessary.
- Aids with implementation of membership strategies that promote recruitment of new members and renewals for lapsed members. Completes welcome and exit interviews, and gives informational assistance to members and guests. Handles and resolves member concerns and informs supervisor of unusual situations or unresolved issues. Instructs and guides other Welcome Center staff with training and procedures.

REQUIREMENTS:

- Exceptional interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Previous customer service, sales or related experience required.
- Knowledge of computers and Office Software.
- Bilingual in English/Spanish is a plus, but not required

WAGE SCALE:

\$9.92+ per hour based on experience; shift premium for bilingual in English/Spanish.

HOURS AVAILABLE:

Monday-Friday 8:30 am-1:00 pm



HOW TO APPLY:

1 - Fill out the
EMPLOYMENT FORM

2 - Submit your RESUME &
EMPLOYMENT APPLICATION



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