

# BE PART OF SOMETHING GREAT

## FOND DU LAC FAMILY YMCA

As the nation's leading nonprofit for youth development, healthy living and social responsibility, the Y offers more than just a job; it offers a cause to embrace. Serving over 10,900 members in the Fond du Lac area, our association is the foundation for a holistic approach to wellbeing.

### LOOKING FOR: Membership Specialist

The Fond du Lac Family YMCA is seeking a motivated and outgoing individual to create a positive member experience at the Y. This individual must be excited to create a memorable membership experience. This position assists with memberships including registration for programs; delivers excellent service to all members, guests, and program participants; and responds to member and guest needs, promotes memberships and programs.

### ESSENTIAL FUNCTIONS

- Be comfortable working to implement the Mission Statement of the YMCA. *The Fond du Lac Family YMCA is a non-profit charitable association dedicated to putting Christian principles into practice through programs that build healthy spirit, mind and body for all.*
- Acts as a positive role model using the YMCA's core values of honesty, caring, respect, and responsibility.
- 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.
- Supports membership strategies that promote recruitment of new members and renewals for lapsed members. Completes welcome and exit interviews, provides tours, and gives informational assistance to members and guests. Handles and resolves member concerns and informs supervisor of unusual situations or unresolved issues.

### KEY QUALIFICATIONS

- Excellent 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 preferred.
- Knowledge of computers and Office Software.
- Must be able to move effectively through all areas; be able to lift and carry 5-50 pounds.

### HOW TO APPLY

Resume & cover letter to Kristel Lougher, HR Director, 90 W. 2<sup>nd</sup> Street, Fond du Lac, WI 54935 or [employment@fdlymca.org](mailto:employment@fdlymca.org).