



OPPORTUNITY AWAITS

MEMBER EXPERIENCE DIRECTOR – Full Time

The Fond du Lac Family YMCA is seeking a motivated and outgoing individual excited to create a memorable and positive member experiences at the Y. This position guides all aspects of membership including supervision of assigned staff, recruitment of new members, and retention of existing members. The Director also develops, organizes, and implements high-quality, member-focused YMCA Active Older Adult programs.

**WORK
AT THE Y!**

RESPONSIBILITIES:

- Provides excellent service to members, guests, and participants. Positively models and reinforces the YMCA's core values, mission statement, and relationship-building skills in all interactions.
- Recruits, hires, trains, develops and directs personnel and volunteers. Develops strategies to motivate staff and achieve goals. Provides staff with feedback, coaching, guidance and support.
- Responds to all member inquiries and concerns in a timely manner and works to resolve problems. Coordinates with the business office as necessary on financial transactions.
- Assists in developing, implementing, and managing membership growth strategies for the YMCA. Ensures high-quality customer service and proper implementation of building procedures.
- Creates and promotes fun, quality programming for our Active Older Adult (AOA) Members. Ensures YMCA program standards are met and safety procedures are followed.



HOW TO APPLY

Email cover letter, resume & salary requirements to employment@fdlymca.org to apply.

REQUIREMENTS:

- Bachelor's degree in a related field preferred or equivalent combination of education and experience.
- A minimum of 3 years' experience in a related field or 2 years of YMCA Membership Experience is preferred.
- Previous supervisory and/or management experience required. Strong organizational skills and the ability to manage multiple tasks timely while maintaining attention to detail is mandatory.
- Must possess computer skills. Working knowledge of Microsoft Office and Excel required.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.

WORK DAYS: Full time exempt with benefits. Candidate must have the ability to work irregular hours, including occasional early morning, evening and weekend hours as needed. Required to work at least 10 hours per week in frontline membership/AOA roles.

**GREAT
COWORKERS**

CAUSE DRIVEN
Work with people passionate
about our community.

**FAMILY
ORIENTED**