



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

Job Title: **Membership Specialist**

FLSA Status: Part-Time Non Exempt

Reports to: Member Engagement Director

Department: Membership

Revision Date: 09/2018

### **POSITION SUMMARY:**

Assist with memberships including registration for programs. Delivers exceptional service to all internal and external customers including members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs. Responsible for instructing and guiding other Welcome Center staff.

### **ESSENTIAL FUNCTIONS:**

1. 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.*
2. Acts as a positive role model using the YMCA's core values of honesty, caring, respect, and responsibility.
3. Provides impeccable service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
4. 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.
5. Aids with implementation of 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. Instructs and guides other Welcome Center staff with training and procedures.
6. Runs reports and collects data as assigned.
7. Perform other duties as assigned by the Member Engagement Director.

### **YMCA COMPETENCIES:**

*Mission Advancement:* Accepts and demonstrates the Ys 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

### **Fond du Lac Family YMCA**

90 W. 2<sup>nd</sup> Street  
Fond du Lac, WI 54935

required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

**QUALIFICATIONS:**

1. Exceptional interpersonal and problem solving skills.
2. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
3. Previous customer service, sales or related experience required.
4. Knowledge of computers and Office Software.

**WORK ENVIRONMENT & 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.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

**SIGNATURE:**

I have reviewed and understand this job description.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

Today's date: \_\_\_\_\_