

# JOB POSTING



**JOB POSITION:** Membership Director

**POSITION TYPE:** Full-time

**LOCATION:** Aberdeen Family YMCA

**POSITION POSTED:** 9/6/2019

**APPLICATIONS ARE AVAILABLE ONLINE:**

[www.aberdeenyumca.org](http://www.aberdeenyumca.org) Join Our Team

**Or pick up an application at the Aberdeen Family YMCA**

Aberdeen Family YMCA

5 South State Street

Aberdeen, SD 57401

[mjohnson@aberdeenyumca.org](mailto:mjohnson@aberdeenyumca.org)

605-225-4910 ex 1007

**Hiring Manager if questions:** Elyce Kastigar [ekastigar@aberdeenyumca.org](mailto:ekastigar@aberdeenyumca.org)

**GENERAL DESCRIPTION:**

The Membership Director shall be responsible for all operations of the member services as well as providing supervision and leadership to the member services staff. This position will provide direction to the member services staff to ensure a high level of customer service and procedures to maximize member enrollment and program participation.

**JOB REQUIREMENTS, PREFERRED EDUCATION, TRAINING, AND WORK EXPERIENCE:**

- Core hour schedule with the availability to work varied hours: early mornings, days, evenings and weekends if needed.
- Associate's degree or higher or work equivalent in related field required.
- Excellent written and oral communication skills.
- Experience working in customer service field and excellent customer service skills.
- Minimum of 1 year of supervisory experience required.
- Ability to work as a team leader.
- Proficient use of computers and ability to quickly learn various software programs.
- Ability to manage multiple projects and give attention to detail.
- Positive, effective calm and professional verbal and written communication with staff, members/guests, children and parents. Ability to tailor the communication style to the appropriate audience.
- CPR/First Aid certification required (can be obtained upon hire).

**Essential Functions:**

- Directs and oversees all operations related to member services desk with a high level of customer service. Works cooperatively with others.
- Recruit, hire, train, develop, supervise and evaluate member services staff and responsibilities.
- Coordinates member services staff schedule.
- Manages the membership budget to achieve revenue targets and expense controls.
- Primary point of contact for new memberships, facility tours, orientations, facility rentals and enrollment processes.
- Responsible for accurately maintaining all membership/program records and receipts through established software programs.
- Willingness to commit to the mission of the YMCA.
- Assist with YMCA events.
- Work rotational Manager On Duty (MOD) shifts as assigned.
- Complete other duties as assigned.