

JOB DESCRIPTION

Aberdeen Family YMCA
5 South State Street
Aberdeen, South Dakota 57401



Position: Membership Director

Supervisor: Senior Director of Programming
Position Type: Full-time

Last Updated: April 2025
Position Status: Non-Exempt

GENERAL DESCRIPTION:

The Membership Director shall be responsible for all operations of the member services as well as providing supervision and leadership to 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. This position is also responsible for the oversight and facilitation of the Child Watch program.

ESSENTIAL FUNCTIONS: *Essential functions are those tasks, duties, and responsibilities that comprise the means of accomplishing the job's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the major functions for which the person in the job is held accountable.*

MEMBERSHIP RESPONSIBILITIES:

- Availability to work varied hours; early mornings, days, evenings and weekends.
- Directs and oversees all operations related to member services department.
- Demonstrates fiscal responsibility by developing and managing budget to achieve revenue targets and expense controls.
- Responsible for handling department financial transactions and following organization purchasing policies and procedures.
- Purchases equipment, parts and supplies as required.
- Maintain an organized and clean member services desk and lobby area.
- Recruit, hire, train, develop, supervise and evaluate member services staff and responsibilities.
- Ability to demonstrate effective management of staff to address, accurately document and appropriately resolve difficult situations in a timely and professional manner.
- Coordinates member services staff schedule and assist in double coverage and other shifts as needed.
- Review, approve and submit staff payroll per each pay period.
- Plans and facilitates department staff meetings as needed.
- Has positive and open communication with staff and serves as a resource to them.
- Ensure member services staff has current YMCA and/or required professional certifications.
- Assist in the Member Services specific training for the Manager on Duty (MOD) staff.
- Responsible for the management of the YMCA's Nationwide Membership (NWM) and sex offender registry screening.
- Assist in the development and review of policies, procedures, and training manuals as it relates to member services.
- Ensures a high level of customer service which enhances the member, guest and program participant experience and satisfaction.
- Responsible for promoting memberships and programs through diverse channels such as email, social media, face-to-face presentations, and more.

- Work cooperatively with other lead staff in developing customer service training for support staff.
- Responsible for monitoring member and guest access to the facility and program areas.
- Proficient in membership software operations and understand and communicate updates to software and provide training and support to all staff.
- Assist department directors with program/class set-up; enter/input registrations and department reports.
- Manage locker rentals in the men's and women's locker rooms by maintaining accounts through reviews, updates and terminations for rentals.
- Primary point of contact for facilitating member tours, orientations and enrollment processes and monitor the new member process.
- Responsible for accurately filing all membership and program records and receipts.
- Responsible for membership processes including but not limited to: posting/daily work, audit all transactions, process new memberships, membership changes, membership holds, membership terminations, input and update member data and monthly status reports.
- Responsible for membership software entries, programs and daily fees, renewals, age reports, generate letters for renewals and rate adjustments, audit and manage monthly bank drafts, and corporate membership tracking and billing processes.
- Manage the employee insurance reimbursement program through maintaining records, review of pending accounts, evaluation of account issues and discrepancies, correspond with associated organizations, complete monthly submissions, complete a bi-annual review of accounts and other duties associated with reimbursement programs.
- Enter and track subsidies; staff, trade, scholarships, etc.
- Review, process and award scholarships.
- Monitor temporary signage in the building for current information that is accurate and maintains a professional look.
- Work with departments to compile and keep accurate and up to date facility and program information in the lobby display area and Timewise; and communicate department information to member services staff (blog, etc.).
- Responsible for facility rentals and completing necessary rental agreements. Coordinate with various department staff and programming areas in regards to facility rentals and provide appropriate information to member services and other department staff. Document facility rentals on the appropriate Google calendar.
- Complete routine department purchases.
- Manage the lost and found including monthly sorting, washing and distribution of items.
- A willingness to commit to the mission of the YMCA.
- Working with all staff promoting YMCA membership, programs and services.
- Promote and incorporate the YMCA's mission, four core values and areas of focus into all membership and program activities.
- Ability to establish and maintain harmonious relationships with staff, volunteers, members and the general public.
- Responds to all member and community inquires and complaints in a timely manner.
- Responds to emergency situations in accordance with CPR, First Aid and Aberdeen Family YMCA policies and procedures. Completes incident and accident reports as required.
- Be involved in community activities to the benefit of the YMCA and its programs.
- Attend and participate in staff meetings and/or related meetings and approved trainings.
- Involved in the marketing and distribution of program information.
- Positively communicate information on all YMCA programs.
- Assist with special events as needed.
- Actively participates in YMCA events.
- Work Manager on Duty (MOD) shifts as assigned.
- Complete other duties as assigned.

CHILD WATCH RESPONSIBILITIES:

- Directs and supervises the Child Watch program to meet the needs of the community and fulfill the YMCA objectives.
- Demonstrates fiscal responsibility by developing and managing budget to achieve revenue targets and expense controls.
- Responsible for handling department financial transactions and following organization purchasing policies and procedures.
- Recruits, hires and trains Child Watch staff.
- Coordinates department staff schedule and assist in coverage of shifts as needed.
- Compile, approve and submit staff time sheets per each pay period.
- Plans and facilitates department staff meetings as needed.
- Has positive and open communication with staff and serves as a resource to them.
- Monitors and evaluates Child Watch staff performance.
- Develops and maintains drop-off and pick-up procedures.
- Provide age appropriate toys, activities and equipment to meet the needs of the various ages and gender of participants in Child Watch.
- Provide safe, well maintained, organized, and structured Child Watch play/activity area.
- Responsible for maintaining, cleaning, and disinfecting toys, equipment and furnishing in order to provide safe and sanitary conditions.
- Exhibit proper professional attitude while striving to understand all family situations, maintaining confidentiality of staff and family information.
- Greets members and guests in a friendly manner while providing effective communication with parents and guardians. Provides orientation to new families to the Child Watch program.
- Ensures records and files are maintained for each child.
- Maintain records of participation attendance and generates other reports as requested or needed.

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

- Associate's degree or work equivalent in related field required.
- Excellent written and oral communication skills.
- Experience working in customer service field.
- 1 year of supervisory experience.
- Excellent customer service skills.
- Ability to work as a team leader.
- CPR-PR (CPR for the Professional Rescuer) Certification.
- First Aid Certification.
- Proficient use of computers with working knowledge of various software programs.
- Ability to manage multiple projects and give attention to details.
- Positive, effective calm and professional communication – verbally and written –with staff, members/guests, children and parents – tailoring the communication style to the appropriate audience.

ESSENTIAL FUNCTIONS – PHYSICAL & MENTAL REQUIREMENTS: *Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.*

- Frequently required to stand and walk.
- Occasionally required to reach with hands and arms.
- Frequently required to talk or hear.
- Occasionally required to lift and/or move up to 20 pounds.
- Occasionally required to bend, twist or climb.
- Moderate concentration/intensity, which includes prolonged mental effort with limited opportunity for breaks.
- Normal memory, taking into consideration the amount and type of information.
- Moderate level of complexity for decision making.
- Normal time pressure of decision making.

COMPETENCIES: *To perform this job successfully, the employee will demonstrate the following competencies to perform the essential functions of the position.*

- **Adaptability:** Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with occasional change, delays, or unexpected events. Asks supervisor when unsure of priorities.
- **Analytical Skills:** Ability to process complex or diverse information.
- **Attention to Detail:** Works to ensure high quality results; acts in timely manner.
- **Collaboration:** Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.
- **Cooperation:** Being pleasant with others and displaying a good-natured, cooperative attitude in line with YMCA values.
- **Customer Service:** Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance.
- **Delegation:** Delegate work assignments, give authority to work independently, set expectations, and monitor delegated activities.
- **Dependability:** Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; and completes tasks on time.
- **Initiative:** Volunteers readily; seeks self-development opportunities; seeks increased responsibilities; looks for and acts upon opportunities; asks for and offers help when needed.
- **Judgment:** Display willingness to make decisions; exhibit sound and accurate judgment; and make timely decisions.
- **Leadership:** Inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives recognition as appropriate.
- **Management Skills:** Involves staff in planning, decision-making, facilitating and process improvement; be available to staff; provide regular performance feedback; and develop subordinates' skills and encourages growth.
- **Mission Advancement:** Models and teaches the Y's values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development and recognition. Cultivates relationships to support fund-raising.
- **Motivation:** Sets high expectation and challenging goals. Creates a positive environment for high performance results.
- **Operational Effectiveness:** Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plan and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.
- **Oral Communication:** Speaks clearly and persuasively; listens and gets clarification when necessary; responds informatively to questions; provides clear direction when needed.
- **Personal Growth:** Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.
- **Planning and Organization:** Prioritize and plan work activities; use time efficiently; and develop realistic action plans.
- **Problem Solving:** Identifies and resolves problems in a timely manner; assesses actions needed and responds as trained to carry out procedures; uses reason to apply knowledge to immediate situations.
- **Professionalism:** Approaches others in a polite and tactful manner; maintains composure and reacts well under pressure; treats others with respect and consideration; accepts responsibility for own actions; follows through on commitments.
- **Quality Management:** Explore ways to improve and promote quality; demonstrate accuracy and thoroughness; and maintain compliance with legal and regulatory aspects.
- **Safety and Security:** Follows safety and security procedures; reports unsafe conditions; uses equipment and materials properly.

- **Self-Control:** Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- **Stress Tolerance:** Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- **Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Written Communication:** Writes clearly and concisely.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.

Aberdeen Family YMCA has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

I have read and understand my responsibilities for this role at the Aberdeen Family YMCA as noted above.

Employee Signature

Date

Print Name