

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

Date: August 2026
Position Status: 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.
- 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.
- 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.
- 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.

- Responsible for membership processes and software entries.
- Responsible for facility rentals and completing necessary rental agreements. .
- 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.
- Promotes memberships through diverse marketing channels.
- 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.
- Has positive and open communication with staff and serves as a resource to them.
- Monitors and evaluates Child Watch staff performance.
- 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 preferred.
- Excellent written and oral communication skills.
- Experience working in customer service field.
- Experience in marketing beneficial
- 1 year of supervisory experience preferred
- 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, Attention to Detail, Analytical Skills, Collaboration, Cooperation, Customer Service, Delegation, Dependability, Initiative, Judgment, Leadership, Management Skills, Mission Advancement, Motivation, Operational Effectiveness, Oral and Written Communication, Personal Growth, Planning and Organization, Problem Solving, Professionalism, Quality Management, Safety and Security, Self-Control, Stress Tolerance.

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