



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PARKVIEW HUNTINGTON FAMILY YMCA

Job Title: **Member Services Manager**
FLSA Status: Full time/Hourly, Non-Exempt
Reports to: Business Operations Director

Job Code: (0101)
Pay rate: \$9.00 - \$10.00/hr
Revision Date: 9/27/2017

POSITION SUMMARY:

The Member Services Manager will impact and engage YMCA and community members in the areas of healthy living, youth development, and social responsibility. This will be accomplished by performing member services tasks as well as providing guidance and oversight for the rest of the member services staff.

ESSENTIAL FUNCTIONS:

1. Perform all essential functions associated with the member services staff position.
2. Under the guidance of the Business Operations Director: help recruit, hire, train, direct, and evaluate the performance of the member services staff. Develop strategies to motivate staff and achieve goals.
3. Be an active and contagious champion for overall membership goals, retention and satisfaction.
4. Maintain proper and accurate records and departmental files.
5. Assist to ensure all on-boarding processes are followed and records are kept current for all staff team members.
6. Coordinate communication among member services staff regarding current programs, events and promotions.
7. Serve as liaison between the member services staff team and organization management.
8. Engage in active listening and model relationship-building skills in all interactions with members, volunteers, guests, and staff members, in order to build relationships and communicate our cause. Respond to all member and community inquiries and complaints in timely and professional manner.
9. Assist in YMCA fundraising activities and special events. Participate with other members of management in the YMCA's annual fundraising campaign.
10. Work with the Business Operations Director to maintain membership records using Daxko and to work on special projects as requested.
11. Develop member service schedules and coordinate sub coverage for the member service staff team. May fill in for member service team members when a sub is unavailable.
12. Reflect and uphold the mission and core values of the YMCA when dealing with people within the YMCA facilities and in the community.
13. Willingly perform other duties as assigned.

YMCA COMPETENCIES (Team Leader):

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.

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.

Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans 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.

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.

QUALIFICATIONS:

1. Bachelor's degree in related field preferred or equivalent combination of education and experience on the job or willingness to learn.
2. CPR, First Aid and AED certifications a plus. (Training will be provided if needed.)
3. Driving record and background check that meets YMCA standards if requested.
4. Experience supervising staff and working with staff and members to meet association goals.
5. Must have good interpersonal, public relations and communications skills.
6. Basic computer skills, with additional training provided on Daxko operations software.

PHYSICAL DEMANDS:

1. Ability to sit and or stand for long periods.
2. Ability to work at a computer station for long periods of time.
3. Ability to perform all physical aspects of the position; including sitting, walking, standing, bending, reaching, and lifting up to 25lbs.

Signature _____ Date _____