



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF TOPEKA JOB ANNOUNCEMENT

Job Title: **Membership Coordinator**

Pay Range: \$14-\$18/Hr.

Status: Part-Time

Status: Non-Exempt/PT

Reports to: CEO

Department: Membership

Revision Date: 1/6/2022

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. Assists in all aspects of membership for the branch including recruitment of new members, retention of existing members and supervision of assigned staff. Develops, plans and implements new procedures and methods to achieve strategic goals.

ESSENTIAL FUNCTIONS:

- Assists in creating a member-focused culture and models relationship-building skills in all interactions. Fosters a climate of innovation and resolves problems to ensure member satisfaction.
- Recruits, hires, trains, develops, schedules and directs personnel. Reviews and evaluates staff performance. Develops strategies to motivate staff and achieve goals.
- Promotes program and membership enrollment in interactions with existing and potential members. Coordinates program registration, including logistics to support phone, walk-in and web registration. Coordinates with marketing efforts to maximize enrollment
- Ensures proper implementation of front desk procedures. Reviews and updates desk procedures and communicates changes to staff. Coordinates with the Business Manager, Executive Director, and CEO as necessary on financial transactions.
- Audits membership files for accuracy.
- Works designated amount of hours at the front desk, with remaining hours in an administrative role.
- Participates in staff meetings and/or related meetings.
- Meets or exceeds tour/join ratio
- Ensures staff meets or exceeds Engage goals
- Performs other duties as assigned.

LEADERSHIP COMPETENCIES:

Advancing Our Mission & Cause: Engaging Community, Volunteerism, Philanthropy, Change Leadership

Building Relationships: Collaboration, Communication & Influence, Inclusion

Leading Operations: Critical Thinking & Decision Making, Fiscal Management, Functional Expertise, Innovation, Program/Project Management

Developing & Inspiring People: Developing Self & Others, Emotional Maturity

QUALIFICATIONS:

- Bachelor's degree in related field preferred or equivalent combination of education and experience.
- Previous supervisory experience in customer service.
- YMCA or other non-profit experience.
- Excellent personal computer skills
- Experience with membership software Daxko Operations.

- Highly attentive to detail
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.

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.

SEND INFORMATION TO: glennh@ymcatopeka.org