



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

**YMCA OF LANSING
JOB POSTING**

Membership Coordinator

General Function: This position is responsible for providing excellent service and engagement to all members, guests, and program participants in person and on the phone to ensure the purpose, mission and values of the YMCA are met.

Position Responsibilities:

1. Serves as a role model for members and Y staff by living the YMCA mission, vision and values of the YMCA movement at all times.
2. Creates a culture of member service including a welcoming environment that encourages lifelong YMCA memberships.
3. Monitors building access by properly checking Y membership and class/program participants.
4. Attends all welcome center staff meetings.
5. Be on time, in uniform and exemplify caring, honesty, respect, & responsibility for all assigned shifts.
6. Answers phones, provides exceptional information and excellent customer service, takes messages or routes calls to proper person.
7. Process all transactions using Membership software to assist with membership, program registration, and other transactions that arise.
8. Collect and process all fees, issues receipts, practices proper cash handling procedures, and execute all reports as needed by supervisor.
9. Coordinate and create schedule for welcome center and assist with finding subs when needed and filling when there is a no show or scheduling conflict.
10. Keeps welcome center and lobby area clean, orderly, attractive and sanitized.
11. Provides solutions and corrects membership transaction errors.
12. Support Regional Fitness and Membership Director and take directives on a daily basis completing assigned tasks.
13. Properly process all refunds following proper procedures and approval.
14. Assist in overseeing locker rentals and managing of Alt Keys.
15. Helps solve problems when minor incidents and member complaints occur and notify appropriate management personnel.
16. Establishes and maintains good communication with all members, participants, co-workers and supervisor.
17. Actively participates in maintaining all necessary certifications and obtaining association requirement YMCA trainings.
18. Maintains a positive attitude and acts in a professional manner when interacting with members, program participants and other staff at all times.
19. Help solve member and guest concerns, issues, and properly report suggestions, complaints, and problems to supervisor in a timely manner.
20. Engage with all members, participants, and parents to build strong relationship towards the advancement of the Y
21. Take potential members on facility tours using Listen First skills, collecting contact information to properly track tour.
22. Follows up with all membership phone inquiries and tours and meets closing rate objectives.
23. Acts as manager on duty during assigned shifts. Ensuring building safety and security and overall facility support.
24. Other duties as assigned

Salary: \$12-\$14/hr based off experience; Hours 10am-4pm Monday through Friday. Potential weekend help as needed.

Benefits:

- Free YMCA Adult Membership
- 25% discount on program fees for themselves or eligible family members up to \$300 per year
- 12% retirement contribution upon eligibility
- Paid medical leave based on status and hours worked

- Paid YMCA Risk Required trainings

Job Requirements:

- 18 years of age or older
- Requires a friendly, outgoing, and enthusiastic personality
- Must have strong relationship building skills & excellent communication skills.
- Ability to make and close new sales, and develop relationships with existing members.
- Computer skills a must.
- Promote and represent the mission and core values of the YMCA of Lansing.
- Ability to respond to safety and emergency situations if needed.
- Proficient in Microsoft Office suite

Disclaimers:

- Must complete successful background screening.
- This job description may not be all-inclusive and employee is expected to perform all other duties as assigned by direct management.
- Job descriptions and duties may be modified when deemed appropriate by management.

Include: Cover letter, resume, three references.

Contact: Amy Stearns, Director of HR & Risk, careers@lansingymca.org