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YMCA OF LANSING JOB POSTING

Membership Coordinator

General Function: The YMCA is seeking an AM and a PM Membership Coordinator who is responsible for building supervision while engaging and building relationships with members while registering individuals for memberships and programming. 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:

Building Management

1. Will be a main support for membership staff and will assist with closing procedures (for PM Membership Coordinator).
2. Does continuous building walk throughs throughout shift to ensure safety of members and staff.
3. Takes initiative to solve problems when minor incidents, facility issues, or member complaints occur and notify appropriate management personnel as needed in a timely manner. This includes but is not limited to ensuring safety protocols are enforced.
4. Help stock supplies in the facility when items running low, assist with cleaning if needed and insure areas in the building are neat and orderly.

Membership

1. Monitors building access by properly checking Y membership and class/program participants.
2. Maintains a positive attitude and acts in a professional manner when interacting with members, program participants, and other staff at all times.
3. Answers phones, provides exceptional information and excellent customer service, take messages or routes calls to proper person – maintaining sanitation needs of designated area and items held within.
4. Process all transactions using Membership software to assist with membership, program registration, and other transactions that arise.
5. Collects and processes all fees, issues receipts, practices proper cash handling procedures, and prepare end of shift summary report as well as reconcile accounts.
6. Handles incidental clerical work and other jobs as assigned by management staff.
7. Provides membership information and facility tours to perspective members as needed.
8. Establishes and maintains good communication with all members, participants, co-workers and supervisor.
9. Engage with all members, participants, and parents to build strong relationship towards the advancement of the Y. Exemplify caring, honesty, respect, and responsibility for all assigned shifts.
10. 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.
11. Creates a culture of member service including a welcoming environment that encourages lifelong YMCA memberships.
12. Attends all welcome center staff meetings.
13. Actively participates in maintaining all necessary certifications and obtaining association required YMCA trainings.
14. Assist in the Annual Campaign as needed.
15. Responsible for the creation and management of monthly shift schedule for welcome center staff, including providing shift coverage as needed.
16. Other duties as assigned.

Salary: \$15-\$18/hr based off experience; part-time work schedule with a maximum of 28 hours a week.

Benefits:

- Free YMCA Adult Membership
- 25% discount on program fees for themselves or eligible family members up to \$300 per year
- 14% 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.

Apply in person at any YMCA of Lansing location or online @ lansingymca.org/jobs