



MARION FAMILY YMCA NOTICE OF POSITION VACANCY **Member Engagement Coordinator**

Discover your Passion by connecting with our members!

Position Summary: Under the direction of the Director of Relationships, the Member Engagement coordinator will fully understand and communicate the Y as a cause driven organization; build strong relationships with members and guests; responds to member and guest needs and follows up on all prospective members. Incumbent must role model the YMCA values of caring, honesty, respect and responsibility and work daily to develop personal and meaningful relationships with members, staff, and guests.

Position Requirements: Position requires a person be a high school graduate or equivalent and at least 21 years of age. Must possess human relations skills (e.g.: helpful, friendly, courteous, enthusiastic, good communicator and able to work with the public). Must have strong leadership skills and be able to handle emergencies and unexpected situations in a positive manner. Additional skills include ability to promote the YMCA mission and communicate effectively with people of all ages and backgrounds. CPR and First Aid certifications are required, but may be obtained within 60 days of hire. Must be available to work evening and weekends. Must complete a series of defined trainings within 90 days of hire.

PHYSICAL REQUIREMENTS: Incumbent must be able to move freely and quickly throughout the YMCA facility; move easily across a variety of indoor and outdoor surfaces; communicate effectively with people; explain or demonstrate fitness equipment; be on feet and walking 80% of the time for up to a six hour shifts and lift up to 50 pounds.

Position Overview: Under the direction of the Director of Relationships and in accordance with the Strategic Road Map of the Marion Family YMCA, the Member Engagement Coordinator is part of the membership team. He/she is responsible for connecting new and renewed members to the Y, thus improving new/renewed member retention and overall membership retention. Incumbent ensures that members' individual or family's youth development, healthy living, & social responsibility needs and goals are understood and met to the best of the Y's ability. Incumbent must role model the Y values of caring, honesty, respect and responsibility and work daily to develop personal and meaningful relationships with members, staff, and guests.

ESSENTIAL FUNCTIONS:

1. Build meaningful relationships with members, guests and participants; help members connect with one another and to the Y.
2. Work daily to nurture the potential of youth and teens; help people improve their well-being; and provide opportunities for people to give back and support their neighbors.
3. Communicate and track all information with new and renewing members over the first 12 weeks of their membership through phone calls, email or in person:
 - a. To let them know the Y is thankful for their business
 - b. Make them aware of what the Y has to offer
 - c. To connect them into the Y so that they are happy and retained members
4. Handle and resolve membership questions or concerns and inform supervisor of unusual situations or unresolved issues.
5. Conduct self in a professional, friendly, helpful, courteous, enthusiastic and diplomatic manner.
6. Consistently apply all Y policies dealing with member services.

7. Use good judgment and make good decisions.
8. Know and follow emergency procedures. Report incidents and accidents on appropriate forms.
9. Reads all communication memos, and emails and alerts before beginning each shift.
10. Attend all applicable in-service trainings and staff meetings.
11. Other responsibilities and duties as assigned.
12. Act as Relationship Manager on Duty at least 2 shifts a week.
13. The incumbent must be able to fulfill the above job requirements by purposefully and seamlessly challenging her/himself and others to accept and demonstrate the positive values of Caring, Honesty, Respect and Responsibility.

EFFECTS ON END RESULT:

The effectiveness of the incumbents' fulfillment of this position should be measured by:

1. A Y that has strong relationships with its members and donors as reflected in membership retention and program participation.
2. Members are connected and supported as measured by member satisfaction surveys, program evaluations and other means.
3. A Y that is welcoming to the community and reflects our mission and values.
4. A Y whose programs and services nurture the potential of youth and teens; improve people's health and well-being; and provide opportunities for people to give back and support their neighbors.
5. The Marion Family YMCA will be known in the Marion area as an organization that strengthens the foundations of the community.

WAGE: \$11.00-\$12.00/hr.

POSITION STATUS & INFORMATION

- Part time nonexempt approximately 20 hours a week.
- Ability to work 2 shifts a week as a Relationship Manager.

TIMELINE FOR HIRING

- Vacancy is Currently Open
- Applications Accepted until position is filled
- Applicant Screening beginning immediately

Direct questions to:

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Marion Family YMCA
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