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FOR SOCIAL RESPONSIBILITY**

MEMBERSHIP DIRECTOR [Manage](#) | [Preview](#) | [Copy](#)

Y YMCA of Northern Rock County - 7067

Post To National Vacancy

Status Submitted

POSITION INFORMATION

StaffType Full-time Staff: Exempt

Unique Job Title Membership Director

Position Leadership Level Leader

Role Staff/Professional

Primary Function Member Engagement

Teaser

The YMCA of Northern Rock County is looking for a highly motivated Membership Director. Includes salary, PTO, and other benefits!

Job Summary

Directs all phases of membership development, sales and retention for two YMCA locations. Directly responsible for staffing, leading Member Service Center, Child Watch. Complete admin responsibilities as needed-renewal/nsf letters and followup. Works to develop, plan and implement new procedures and methods to achieve Association objectives in membership growth and retention.

Qualifications

- Undergraduate degree or equivalent experience
- Minimum of two year's customer service experience and 2 years of management/supervisory experience
- Excellent customer service, problem solving, interpersonal and organizational skills
- Strong leadership skills
- Must be self-directed, motivated, and creative
- Ability to work with diverse populations

- Ability to work a flexible work schedule
- Computer skills in Microsoft WORD, Excel, and PowerPoint

Essential Functions

- Works actively with community businesses, organizations and groups to lead and direct Association Corporate Membership Program Directs and leads member acquisition, development and satisfaction.
- Is responsible for creating awareness of membership opportunities in and for the community
- Provide opportunities for CEO or designated leadership staff to raise community awareness\Is an active member of the YMCA Leadership Team. Ensures that appropriate staff is apprised of member and participant feedback.
- Actively supports the Association Annual Campaign to raise awareness and encourage members and participants to contribute.
- Monitors, reviews and adjusts, as appropriate, membership statistics, sales and retention reports.
- Creates a successful partnership with the Marketing Director to deliver quality promotional materials and membership campaigns and/or open houses.
- Leads and directs the recruiting, hiring, training, evaluating and supervision for all employees within assigned program areas. Provides ongoing supervision and training to Member Services and Child Watch.
- Directs and leads Association Customer Service Center consistency in practices and policies, insuring high quality business practices across the board.
- Cultivate key relationships and effective partnerships with volunteers, board members and community leaders. Assume more of a visible role within the community.
- Develops implements and directs Association membership sales and annual retention plans, including coordination of special events.
- Be responsible for identifying target markets within Janesville and surrounding communities to promote programs and work with staff to identify opportunities by attending BNI (Business Network International), BA5's and other community expos.
- Ensures upkeep of related facilities and equipment and an attractive, organized and friendly Customer Service Center.

Cause-Driven Leadership® Competencies

Required Certifications

SALARY INFORMATION

Display Salary Information	Yes
Salary Type	Salary Range
Salary	\$30,000.00 - \$40,000.00

RÉSUMÉ INFORMATION

Résumé Cut-off Date	1/20/2019
Display Cut-off Date	Yes

How to Apply	Contact Person
Contact Person	Matt Gibson
Unique Job Title	Director of Program Services
Address	221 Dodge St
City	Janesville
State	Wisconsin
ZIP Code	53548-
Email	mgibson@ymcajanesville.org
What contact information shows?	Address and Email

FOR MORE INFORMATION - INTERNAL USE ONLY

For More Information Person	Matt Gibson
Unique Job Title	Director of Program Services
Address	221 Dodge St
City	Janesville
State	Wisconsin
ZIP Code	53548-
Email	mgibson@ymcajanesville.org

HISTORY

Updated by	Matt Gibson
Updated on	1/2/2019
Action	Updated
Comments	

Submitted by	Matt Gibson
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Submitted on

1/2/2019

Action

Submitted

Comments