



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

MEMBER SERVICES COORDINATOR

Job Title: **Member Services Coordinator**

FLSA Status: Non-Exempt

Reports to: Executive Director

Revision Date: September 18, 2025

POSITION SUMMARY:

Supports all aspects of member, guest, and program participant services for the branch. Assists in the development and implementation of new procedures and methods to achieve strategic goals. Performs other duties as assigned by supervisor.

ESSENTIAL FUNCTIONS:

1. Provide leadership for the continued improvement of all member services including member and program participant relations, communications and registration.
2. Responsible for accurately maintaining all membership and/program records and cash controls. Assist in preparation of monthly reports.
3. Assist in preparation and processing of all third-party billing reports. Ensure all reposts are submitted in a timely manner.
4. Ensure proper implementation of front desk procedures and communicate any changes to staff. Uphold all YMCA policies, procedures, and training requirements including child abuse prevention, emergency response and finance.
5. Ensure progress to reach or succeed in departmental goals as directed by supervisor.
6. Build relationships with members; help members connect with one another and to the YMCA. Support Annual Campaign and participate in assigned functions of fundraising.
7. Manage training for membership staff and ensure the delivery of appropriate database and customer service training.
8. Manage department inventory, supplies and equipment maintenance. Report all maintenance and cleaning concerns to appropriate personnel or vendors.
9. Attend staff meetings and complete YMCA specific training/certifications as directed.

YMCA COMPETENCIES (Team Leader):

Mission Advancement: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

Collaboration: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communication to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

Personal Growth: Shares new insights. Facilitates change, models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. Associates degree or equivalent education and experience.
2. One to two years' experience working in a nonprofit agency preferred.
3. Strong oral and written communication, customer service and problem-solving skills.
4. Organizational and supervisory skills, a good understanding of team leadership, project management, administrative procedures, income production and expense control, maintenance of accurate records and point of sale systems.
5. Completion of: Child Abuse Prevention for Supervisory Staff; CPR; First Aid; AED; Blood-borne Pathogens within 60 days of hire.
6. Work effectively with people of different backgrounds, abilities, opinions and perceptions.

PHYSICAL DEMANDS

Sufficient strength, agility, sight, hearing and mobility to perform essential functions and the ability to lift 40 pounds.

LIST OF DEPARTMENT SPECIFIC DUTIES

- Schedule department staff in accordance with YMCA employment policies. Assist with coverage of unexpected shift vacancies.
- Support training and on-going development of a multi-discipline department of approximately ten employees. Report staff concerns to supervisor.
- Recruit, engage and develop volunteer staff to improve services.
- Demonstrate excellent customer service skills by exceeding member expectations. Consistently welcome every guest who enters the YMCA (by name, if known) and recognize all members and guests upon departure.
- Engage in active listening with other staff, members, and program participants to build relationships, understand individual goals and interests, and take the initiative to ensure a positive experience.
- Proactively resolve member or guest concerns and when the opportunity presents itself, go above and beyond to exceed expectations.
- Help guests and members experience the YMCA by introducing them to other staff and members. Develop new opportunities for members to interact with one another.
- Understand the mission statement and core values of the YMCA. Model the core values while working and communicating with staff and members.
- A flexible schedule including nights and weekends are required.

COMPENSATION:

\$13.50-\$15.50 per hour

LOCATION:

Saleeby Branch

TO APPLY:

Email cover letter and resume to jobs@ymacofthesandhills.org.