



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

FAMILY YMCA OF BLACK HAWK COUNTY

Job Title: **Membership Experience Coordinator**

Status: Full-time

Reports to: Director of Membership

Department: Membership

Revision Date: July 2020

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger.

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. You will be part of starting people off in their wellness journey, assisting those in need of finding a chronic disease program to help them, sending children off to day camp for their very first time-and so much more. As the Member Engagement Coordinator, you will be working closely with our Director of Membership and Operations, as well targeting inclusivity with our Group Agencies and current members.

ESSENTIAL FUNCTIONS:

1. Oversees and manages relationships with Group Agencies. Provides excellent communication and service to Project Expand participants and partners.
2. Promotes program and membership enrollment in interactions with existing and potential members.
3. Oversees our New Member Orientation processes.
4. Ensures a level of service and engagement that fosters loyalty among those we serve.
5. Organizes membership events at the YMCA and represents the YMCA at community events to promote the YMCA.
6. Gathers relevant, valid data to make appropriate decisions.
7. Maintains regular, clear, and concise communication within the area of responsibility.
8. Performs other duties as assigned.

QUALIFICATIONS:

- Previous customer service, sales or related experience required.
- Excellent interpersonal and problem solving skills.
- Ability to relate effectively and establish positive relationships with our diverse community.
- Basic knowledge of computers.
- 30/60 Day Training Schedule for new hires.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- Ability to use a computer and/or smart device.
- Sit, reach, move around the environment, lift up to 10 lbs.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

HOURLY RATE: Starting at \$10

Please submit your cover letter, resume, and three references to:

Lawrell Wenzel | Director of Membership and Marketing | lwenzel@blackhawkmca.org
Family YMCA of Black Hawk County | 669 South Hackett Road, Waterloo, IA 50701 | 319-233-3531