



JOB DESCRIPTION

YMCA OF METROPOLITAN LOS ANGELES

Job Title: Membership Coordinator
FLSA Status: Non-Exempt
Status: Part-Time
Competency Level: Team Leader

Reports To:
Job Grade:
Start Date:

POSITION SUMMARY

The Membership Coordinator is responsible for assisting the Director of Membership in managing the membership experience by providing a warm and welcoming atmosphere to all members, participants and guests while providing excellent customer service. This position is responsible for all aspects of membership relations, including selling the value of a YMCA membership, prospective member management, new member acquisition, member satisfaction and retention as well as administrative duties as assigned by the Membership Director.

MINIMUM QUALIFICATIONS

- **EDUCATION:** high school diploma or equivalent
- **SPECIALIZED SKILLS:** Strong character values; communication skills; Basic computer skills and working knowledge of M/S Office
- **RELATED EXPERIENCE:** Customer service experience; 1 year supervisory experience preferred
- **AVAILABILITY:** (insert if applicable)

WORK ENVIRONMENT/MINIMUM PHYSICAL REQUIREMENTS

- You must have the physical, visual, and auditory ability to perform the essential functions of the job with or without reasonable accommodations.

ESSENTIAL FUNCTIONS

1. Create a welcoming environment for all by warmly greeting all members and guests.
2. Provide excellent customer service to members, guests, and program participants.
3. Ensure all membership and program enrollments are accurately processed ensuring all member information is current, by confirming contact information during enrollment.
4. Process program registrations, payments, and membership enrollments.
5. Respond to inquiries by providing accurate and thorough information at all times while on the phone or conducting an interview.
6. Provide access control by confirming that all membership cards are scanned upon entry to ensure membership is active and up to date. This includes checking to ensure photo on membership card matches individual entering the facility as well as checking Member Access Notes to resolve any outstanding matters when necessary.
7. Prospective and New Member Management
 - a. Prospective Members: Provide over the phone and in-person prospective member interviews, and provide welcoming and thorough tours. Close all interviews/tours with an invitation to join the YMCA.
 - b. New Members: Follow all new member enrollment procedures. Reviews membership packets and guidelines. Provide a breakdown of membership benefits and offered programs. Ensure that all new members are offered a Healthy Living Appointment.
8. Follow all member retention procedures.
9. Comply with and enforce Code of Conduct, Dress Code, Cell Phone, AWAY, Member Guest and Guest Pass policies, and address member issues as they arise. Positively interpret these policies to members.



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10. Respond promptly and courteously to all member complaints, compliments and inquiries while following the appropriate procedures at all times.
11. Offer possible options when members inquire into cancellations, while following all appropriate procedures.
12. Follow daily cash handling procedures when processing payments and end of day reconciliation
13. Understand and be able to discuss and promote all YMCA programs. Inform members of YMCA programs that will meet their changing needs and interests.
14. Engage with members regarding their participation in YMCA Programs, Annual Support Campaign, and special events.
15. Assist the Membership Director with administrative tasks including but not limited to, staff scheduling, department timesheet monitoring and report auditing.
16. Participate in community outreach through grassroots outings, building relationships and partnerships with community leaders, local businesses, and local government.
17. **Attend** staff meetings and trainings as required.
18. **Uphold** YMCA policies for safety, supervision, mandated reporting and risk management.
19. **Demonstrate** the Six Pillars of Character (Trustworthiness, Citizenship, Respect, Responsibility, Caring, and Fairness) as well as the YMCA Core Values of caring, respect, honesty and responsibility in all dealings with members, guests, volunteers and fellow staff.
20. **Demonstrate** competencies in and willingness to develop in the Cause Driven Leadership areas of mission advancement, collaboration, operational effectiveness and personal growth.
21. All other duties as assigned by your supervisor.

YMCA LEADERSHIP COMPETENCIES

The Y's Leadership Competency Model is comprised of 18 leadership competencies (leadership knowledge, skills, and behaviors required for success in the Y), organized by the four disciplines of cause-driven leadership:

- **Mission Advancement-** advancing the Y's promise to strengthen community
Competencies include: Values, Community, Volunteerism, and Philanthropy
- **Collaboration-** working with, understanding and developing others
Competencies Include: Inclusion, Relationships, Influence, Communication, Developing Others
- **Operational Effectiveness:** ensuring relevance, effectiveness, and sustainability
Competencies include: Decision Making, Innovation, Project Management, Finance, and Quality Results
- **Personal Growth-** developing continually to adapt to new challenges
Competencies include: Self Development, Change Capacity, Emotional Maturity, and Functional Expertise



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While all competencies are significant the following are critical to success in this position:

- Values
- Communication
- Decision-Making
- Emotional Maturity

ACKNOWLEDGEMENT

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

The employment of all Association employees is at-will. This means that either the employee or the Association may terminate the employment relationship at any time, for any reason, with or without cause or advance notice. This Policy of at-will employment only can be changed by an express written agreement signed by the CEO.

I understand that as a representative of the Association I will be expected to model the highest standards of behavior and performance in my position. In that regard, I understand and agree that I will comply with all policies and procedures that are applicable to me and/or to my job position, including, but not limited to, the Employee Handbook.

Employee Name (printed)

Employee Signature

Date