



PHILADELPHIA FREEDOM VALLEY YMCA CAREER OPPORTUNITY

POSITION:	Membership Director	LOCATION:	Haverford
PAY RANGE:	\$14.56 to \$18.64/hour	STATUS:	Full-time Non-Exempt
POSTING START:	August 4, 2017	POSTING END:	August 20, 2017

Imagine going to work knowing that what you do each day positively influences the lives of individuals and families in your community.

Throughout the Delaware Valley, the Philadelphia Freedom Valley YMCA employs more than 5,000 individuals in full time, part time and seasonal positions. Anchored in 20 locations, the Philadelphia Freedom Valley YMCA has the long-standing relationships and physical presence to deliver lasting personal and social change and gives staff the opportunity and flexibility to pursue their careers.

The Haverford YMCA is looking for a dedicated individual to serve and their Membership Director.

What you'll do:

- Create quality customer service through the development of staff and systems to manage membership sales and service.
- Responsible for customer service, membership sales, retention and satisfaction related to the welcome center and assist in leading the branch in these initiatives
- Recruit, train, schedule, supervise, develop and track certifications of staff to deliver high quality programs and services that respond to member needs.
- Manage the development, promotion and delivery of high quality programs that are responsive to member needs.
- Produce an annual budget that is aggressive but attainable. Maintain your programs within this budget.
- Conduct staff meetings, with each program area, either monthly or every session. Provide notes and attendance to document.
- Participate as a member of the management team, and Association Quality Teams, responsible for the overall operation of the YMCA, as well as director on duty responsibilities.
- Participate in and provide leadership to the Annual Campaign Team participate in other development activities as appropriate.

What you need to succeed:

- College degree in relate field required. A minimum of 3 years of experience in YMCA member service, sales, or customer related service required.
- Experience in sales related to YMCA or other retail experience preferred.
- Previous experience with hiring, training and supervising staff teams.
- Excellent communication, organizational and management skills required.
- Ability to work well with volunteers, employees, board members, branch members and prospective members required.
- Comfortable using technology to generate statistics, reports and create action plans based upon data review.
- Exhibit strong leadership skills; possess a passion for member service, building and maintaining a culture of member service excellence.

Some benefits and perks of working at the Y:

Flexible work schedule, a free family membership, discounted programming, participation in the Y Retirement Fund, health and wellness benefits, and opportunities for continuing education and professional training and development.

How to apply: Send your resume and cover letter to eagiorgousis@philaymca.org