



PHILADELPHIA FREEDOM VALLEY YMCA CAREER OPPORTUNITY

POSITION: Membership Supervisor

PAY RANGE: \$11 - \$13.84

POSTING START: September 7, 2017

LOCATION: Haverford

STATUS: FT Non-Exempt

POSTING END: September 21, 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 Supervisor.

What you'll do:

- Assist with recruit, hiring, training, scheduling and evaluate staff.
- Build a committed staff team that reflects the mission and values of the YMCA.
- Assist with conduct staff trainings and orientations. Contribute to continuous improvement of service through staff recognition, satisfaction and retention programs.
- Monitor all registration and cash receipting procedures. Ensure compliance with policies and procedures. Ensure proper record keeping and deposits. Prepare reports of membership and program registration trends.
- Assist with creating member-centered work culture. Ensure that procedures, tours, communications, services consider member needs.
- Assist with new member's orientations, shepherd's program, member appreciation days, birthday recognitions, contacting new members and members with long absences from the branch.
- Help to coordinate facility schedule, lobby bulletin boards/displays, banners, member comment board, brochure rack, etc.

What you need to succeed:

- College degree in related field with 1-2 years of related experience supervising and in a sales environment.
- Excellent written and oral communication, organizational, record keeping, and computer skills as well as the ability to build effective work teams.
- Ability to work well with volunteers, employees, board members and members required.
- Ability to operate all office equipment.
- 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