PHILADELPHIA FREEDOM VALLEY
JOB DESCRIPTION

JOB TITLE: Membership Director
JOB CODE: 9010F
LEVEL: 10
SUPERVISOR: Executive Director
LOCATION: Non-exempt

POSITION PURPOSE
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. Create a welcoming environment at the first point of access for all guests. Manage all processes related to membership sales and service delivery. Serve as a leader of the Branch operations team dedicated to retaining members through quality programs and service.

ESSENTIAL FUNCTIONS
- 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.
- Work with the facility supervisor to insure overall facility cleanliness.
- Recommend new and replacement of program equipment as needed.
- Participate in and actively recruit volunteers for branch committees and task forces.
- Provide branch coordination to all departments to ensure successful communication, special events and program growth.
- Responsible for managing membership campaigns, tour activities, focus groups, and branch secret shopper results.
- Work as a member of the staff management team as a Director on Duty to assist in managing branch operations.
- Provide staff support to at least one board committee.
- Direct all aspects of safety related to staffing, equipment, environment and behavior. Know and train on the use of incident reports, emergency procedures, stocked first aid kits, etc.
- Respect others by arriving on time and in accordance with schedule. Wear proper attire in accordance with YMCA standards. Attend staff meetings and trainings as required.
- Participate in weekly meetings with core staff to communicate program successes and shortcomings and to develop plans to address the identified needs.
- Administer appropriate budget lines and remain sensitive to budgetary constraints.
- Perform other related duties as assigned.

ENVIRONMENTAL CONDITIONS
Office environment with some exposure to noise

The Philadelphia Freedom Valley YMCA is an equal opportunity employer. The Y considers all applicants for employment without regard to race, color, religion, sex, national origin, age, physical or mental disability, or status as a Vietnam-era or special disabled veteran or other protected classification and in accordance with applicable laws.
PHYSICAL REQUIREMENTS
Ability to express or exchange ideas by means of spoken word to impart oral information and to convey detailed, spoken instructions to staff, members, and volunteers accurately, quickly, and loudly; ability to perceive the nature of sounds by ear; ability to sit or stand for long periods of time; ability to lift up to 25 pounds

REQUIREMENTS
- College degree in relate field required. A minimum of 3 years 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
- Acquire and maintain the following certifications:
  o CPR Pro/AED/O2 (valid 2 years unless otherwise noted)
  o First Aid (valid 2 years unless otherwise noted)
  o Requisite Redwoods Online Trainings (valid 2 years unless otherwise noted)

OTHER
At the YMCA we value the following attributes in personal character and behavior and believe that they are essential to attaining our mission:

CARING Showing a sincere concern for others.
HONESTY Be truthful in what you say and do.
RESPECT Follow the Golden Rule.
RESPONSIBILITY Be accountable for your promises and actions.

OUR MISSION
To translate the principles of the YMCA’s Christian heritage into programs that nurture children, strengthen families, build strong communities and develop healthy minds, bodies and spirits for all.

Employee Name: ____________________

Signature: ____________________ Date: ____________

Supervisor: ____________________

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