



## FREMONT FAMILY YMCA JOB DESCRIPTION

Title: Lead Member Specialist

Reports to: Membership Manager or Senior Director of Member Experience

FLSA Status: Full – Time

### **Position Summary**

The Lead Member Specialist will deliver excellent service to all members, guest, and program participants. They will respond to members needs in a timely manner. They will promote memberships and programs. They will supervise the membership team while maintaining cleanliness and organization of the welcome center.

### **Core and Strategic Functions**

- Open/Close procedures including maintaining change fund balances.
- Provide excellent service to members, guest, and program participants. Be this my phone, in person, or online.
- Assist with training, recruiting, coaching and evaluating staff and volunteers.
- Assist with and promote fundraising, special events, and other projects as needed.
- Motivate staff to achieve KPI and operational goals.
- Build positive relationships with members and staff.
- Work with other departments as a team to reach common goals.
- Handles and resolves membership concern and informs supervisor of unusual situations or unresolved concerns.
- Applies YMCA policies dealing with members services.
- Incorporate and promote all site safety programs while performing job functions.

### **FFY Competencies**

**Mission and Community Oriented:** Accepts and demonstrates FFY values. Works effectively with people of different backgrounds, abilities, opinions and perceptions. Demonstrates a desire to serve others and fulfill community needs. Recruits quality staff and builds effective, supportive working relationships with them. Provides assigned staff with orientation, training, development and recognition. Enrolls new staff in FFY onboarding sessions when hiring. Ensures high-level services.

**People Oriented:** Takes initiative in developing others. Builds rapport and relates well to others. Speaks and writes effectively. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

**Results Oriented:** Strives to meet or exceed goals and deliver a high-value experience for members. Embraces new approaches and discovers ideas to create a better member experience. Makes sound judgements, transfers learning from one situation to another.

Establishes goals, clarifies tasks, plans work and actively participates in meetings. Holds staff accountable for high-quality results using a formal process to measure progress. Develops plans and manages best practices through the engagement of team. Effectively manages budgets.

Personal Development: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Shares new insights.

Working Schedule: This position requires working 40 hours a week Monday-Friday evenings and rotating weekend with Membership Manager. This position requires flexibility of schedule for rotation and meeting staff needs.

### **Position Qualifications**

- CPR certification, if not certified complete course within first 30 days
- Customer service experience
- Excellent and interpersonal skills and problem solving skills
- Ability to relate to diverse groups
- Work environment and physical demands such as
- Frequent standing and bending
- Ability to lift 30 pounds
- Moderate to heavy noise level
- Bilingual – not required but preferred

This job description may not be all inclusive. Employees are expected to perform all other duties as assigned and directed by supervisor. This job description and duties may be modified when deemed appropriate by supervisor or top management.

Signature\_\_\_\_\_Date\_\_\_\_\_