



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Glacial Community YMCA Roehl Family YMCA – Schultz Family YMCA Position Description

TITLE: Membership Coordinator
DEPARTMENT: 01-Administration
STATUS: Full-time, Non-exempt
REVISED: Aug-26

CHAIN-OF-COMMAND REPORTING:



POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living, and social responsibility. Provide administrative assistance in maintaining membership and program registration records, and assist director with administration, supervision, and development of department programs and services.

QUALIFICATIONS:

- Minimum 2 years' customer service and administrative experience or education in business administration, preferred.
- Attention to detail and accuracy, ability to work independently, and problem solve.
- Strong knowledge of computers, telephones, navigate software, basic office equipment, cash handling and professional written and verbal communication skills.
- Willingness to attend meetings, training, and obtain additional certification as requested.

ESSENTIAL FUNCTIONS:

- Create a member-focused culture and be willing to help in any program or service area as needed. Model relationship-building skills in all interactions. Respond to suggestions, comments, or concerns in a timely manner.
- Assist with daily desk operations ensuring all necessary supplies, information, and resources are available for effective operation.
- Coordinate staff schedules and ensure sufficient coverage, as assigned.
- Provide accurate and timely communication regarding pertinent program and registration information to program, membership and desk staff.
- Assure accurate data entry and processing of membership transactions including; new, changes, renewals, and terminations through membership file audits and desk staff communication.
- Assist in training and developing Member Service Representative staff. Assist director with feedback for performance reviews and report concerns or incidents requiring corrective action.
- Work regularly scheduled shifts and be available to provide back-up coverage and support during hours of operation, including evenings and weekends, as needed.
- Accept personal responsibility to protect youth and vulnerable adults from abuse. Report suspected abuse or neglect according to Association procedures found in Abuse Prevention Policies & Procedures.

YMCA COMPETENCIES (Team Leader):

Advancing Our Mission & Cause

- Serves others by intentionally welcoming, connecting, and supporting them, and inviting them to get involved and give back to the community.
- Recognizes and articulates that the Y is a not-for-profit, charitable organization committed to serving the entire community.
- Seeks to understand and support change efforts.
- Tells the Y story in regular interactions with members.
- Shows appreciation and respect for the time, talent, and contributions of all volunteers.

Building Relationships

- Develops and maintains positive relationships with volunteers, members or program participants, and colleagues at all levels of the organization.
- Interprets messages and body language effectively.
- Listens with the intent to understand the perspective of others by using appropriate communication methods, including open-ended questions.
- Responds to the individual needs of the other person.
- Creates a safe environment in which others feel welcome and respected.

Leading Operations

- Delivers a high-quality experience to members, participants, or project teams.
- Responds to challenges with possible solutions in a timely manner.
- Demonstrates up-to-date knowledge and skills in the technology associated with the job.
- Improvises quickly and appropriately when faced with unexpected circumstances.
- Serves with purpose and passion.

Developing & Inspiring People

- Acts in alignment with personal and organizational values in all situations.
- Remains calm and objective when under pressure or when challenged by others.
- Reflects on and learns from successes and mistakes.
- Proactively shares information, experiences, lessons learned, and suggestions to help others be more successful.
- Operates with openness and a willingness to receive ongoing feedback from all levels of the organization.

DISCLAIMER:

Other duties may be assigned to this position at the discretion of the reporting supervisor. Performance evaluation, based on essential functions and competencies, will be conducted annually.

By signing this description, I acknowledge that I possess all qualifications stated and am **able / unable** (circle one) to perform all essential functions without special assistance.

Employee Signature

Date