



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Cortland County Family YMCA Non-Exempt Employee Job Description

Job title: Membership Coordinator

Department: Membership

Reports to: Interim Lead
Support from YCNY

Status: Non-Exempt

Leadership Level: Team Leader

Compensation: \$17-\$18/hour

A Career with a Cause

We are welcoming: we are open to all. We are a place where you can belong and grow. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

Our purpose is to strengthen the foundations of communities and families through our key areas of focus: youth development, healthy living, and social responsibility. We are committed to these causes because a strong community is achieved when we invest in our children, health, neighbors, and values. Historically founded on the Christian principles of caring, honesty, respect, and responsibility; our mission is to put these principles into practice through programs that build healthy spirit, mind and body for all.

We are for ALL.

Position Summary:

This position supports the mission and work of the Y, a leading nonprofit, charitable organization. The Membership Coordinator at the Cortland County Family YMCA is responsible for the success of all aspects of their assigned programs and areas of their assigned branch and develops and implements programs that will promote growth and retention and increase enrollment. They will foster a supportive, positive atmosphere that welcomes and respects all individuals and provides direct leadership, instruction, motivation, safety, and enjoyment for participants and staff. The Membership Coordinator assures the well-being for each participant in line with YMCA of the USA guidelines and association policies in accordance with their training.

Essential Functions:

- Models the YMCA core values of caring, honesty, respect, and responsibility.
- Develops and maintains positive relationships with individuals and groups at all levels of the organization; supporting members connect with each other and the YMCA.
- Maintains physical presence and always remains alert while on duty.
- Works 28-35 hours in-direct service/10 hours of administrative responsibilities. (Hours vary based on staffing need)
- Knows and reviews all emergency procedures and responds to emergency situations immediately in accordance with YMCA policies and procedures; completes related reports as required.
- Responsible for overall supervision and support of Program Area, staff, and volunteers, follows and implements policies and procedures.
- Prepares the departmental budget; reviews monthly financial reports for compliance with budget.
- Communicates and cooperates with other Directors/Coordinators to coordinate facility and program needs.
- Oversees all Program Area facility changes and communicates effectively.
- Recruits, interviews, hires, and trains departmental staff.
- Oversees the daily workflow of the department including staff schedules.
- Provides constructive and timely performance evaluations.

- Able to understand and perform duties of their direct reports.
- Provides expertise in the program area, staying up to date on current best practices, compliance, and trends.
- Maintains any on-site employee records including trainings and/or required certifications.
- Knows, follows, and enforces all YMCA policies, rules, regulations, procedures, and staff expectations, including those for the prevention of child abuse.
- Ambassador of all YMCA programs with a focus on department offerings and member engagement.
- Greet all members by learning and using their names and doing whatever is needed to make their experience at the YMCA a pleasant one. These includes providing excellent member service by greeting members by name, scanning members' cards, monitor and control access to the facility, process membership sales, provide tours to prospective members, register members for programs, and troubleshoot member issues.
- Develop positive relationships with members fostering an atmosphere of community, which in turn will have an overall positive effect on member retention.
- Take the initiative to build committed and connected long-term relationships with members.
- Review all membership applications against the National Sex Offender Registry.
- Accurately input member information as needed into the computer and process all fees and payments following established cash handling procedures.
- Responsible for completing daily and end of shift reports.
- Answer phones in a politely, professional manner, ensuring calls are routed to the appropriate departments and messages are accurate and given to the intended person.
- Possess a strong understanding of all programs, activities and services, with the ability to provide members detailed, accurate and timely information regarding schedules, costs, wait lists, programs and facility information.
- Process financial assistance applications in a timely manner.
- Responsible for completing monthly reporting to insurance companies for Silver and Fit and Silver Sneakers and any additional third-party partner.
- Maintain privacy requirements by not sharing personal, financial or credit information about members including but not limited to, phone numbers, addresses, program participation, financial information or personal situations.
- Participate in all member retention programs, strategies, promotional efforts, and fundraising campaigns.
- Performs equipment checks and ensures appropriate equipment is available as needed. Clean and store equipment per branch procedures.
- Attends all mandatory meetings and trainings.
- Other duties as assigned by your supervisor.
- Is willing to step up, even if outside of the position description, to contribute to the overall success of the YMCA.

YMCA Leadership Competencies:

- **Critical Thinking & Decision Making:** Makes informed decisions based on logic, data, and sound judgment.
- **Fiscal Management:** Manages the Y's resources responsibly and sustains the Y's nonprofit business model.
- **Functional Expertise:** Executes superior technical skills for the role Innovation: Creates and implements new and relevant approaches and activities that improve and expand the Y's work and impact in the community.
- **Program/Project Management:** Ensures program or project goals are met and intended impact occurs.
- **Developing Self & Others:** Develops self and supports others (e.g., staff, volunteers, members, program participants), both formally and informally, to achieve their highest potential.

Experience, Education, and Qualifications:

- Bachelor's degree in related field or equivalent experience
- YMCA Team Leader certification preferred
- Three to five years of related experience, with supervisory experience preferred
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community

- Minimum age of 21
- Budgeting experience preferred
- Excellent interpersonal skills are critical and essential to the success of this position
- Demonstrates excellent planning, organizational, time management, and attention to detail skills, with the ability to multi-task with minimal direction
- Demonstrates leadership skills in an outgoing, friendly, assertive, professional, and mature manner
- Ability to maintain confidential records.
- Proficient with Microsoft Office Suite or related software.
- Knowledge of the philosophy, mission, leadership needs, and planning requirements of the organization preferred.

Trainings & Certifications:

- Must complete annual safety, combating sexual-harassment, and child abuse prevention trainings assigned by human resources prior to direct service.
- Must have current CPR and First Aid within the first 30 days of employment.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Prolonged periods of standing and frequent bending.
- Must be able to lift up to 50 pounds at a time.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment. At times, employees may be exposed to undesirable working conditions, communicable infectious diseases, and risk of injury from others. All employees are required to always follow the preventative health policies of the YMCA. The noise level in the work environment is moderate.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Acceptance and Acknowledgement Sign Off:

This position description is not a contract. The Cortland Family YMCA reserves the right to change this position description as necessary. The employee is expected to adhere to all YMCA policies and to act as a role model in the adherence to the association policies.

I have read and understand the position description for the Membership Coordinator, expected work schedule, and rate of compensation and I accept this position.

Incumbent Print Full Name	Incumbent Signature	Date
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Supervisor Name, Title	Supervisor Signature	Date
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