

YMCA of Austin  
JOB DESCRIPTION

Title: **MEMBER SERVICES DIRECTOR**  
Supervisor: Director of Administration  
Date: January 8, 2019

**GENERAL FUNCTION**

This position is a full-time exempt salaried position with responsibility for the successful management of the membership department, including member recruitment, training, hiring and retention, membership records, member services, administration of financial assistance, administration of insurance incentive programs.

**POSITION REQUIREMENTS**

This position requires excellent sales, marketing, public relations, written and oral communication, supervision of 30+ front desk staff, accounting and training skills. The individual must have a working knowledge of Daxko Software, Microsoft Word, Excel and the Internet. This position requires an organized self-starter who understands the YMCA values and mission. A related four year post-secondary education degree or two years of related experience required.

**ESSENTIAL FUNCTIONS**

1. Manage all membership receivables and membership bank deposits including balancing of daily close outs.
2. Purchase items for retail sales at front desk.
3. Process all financial assistance requests and Sight for Students applications and their records.
4. Create and manage donations of gift certificates and merchandise.
5. Calculate and prepare monthly membership statistics as well as manage membership accounts and receivables.
6. Track and report all membership visits pertaining to insurance incentive programs.

## **PROGRAMS AND OPERATIONS**

1. Work to ensure excellence in customer service.
2. Responsible for the technical needs of the Y membership and computer based Daxko software system.
3. Participate on the Membership/Marketing Committee to develop annual chart of work and participate in promotional events.
4. Participate as a member of the staff team by being available for facility tours and front desk shifts if necessary.
5. Be involved in various YMCA special events as needed.
6. Model the Y's core values of caring, honesty, respect and responsibility.

## **PUBLIC RELATIONS**

1. Represent the YMCA at community meetings as requested by the Director of Administration.
2. Act as a staff liaison to the Marketing Committee and attend board meetings as directed.
3. Participate in professional development opportunities, workshops and conferences as requested by the Executive Director.

## **EFFECT ON END RESULTS**

1. A YMCA that is recognized for excellence in customer service, programs and administration.
2. Well-maintained and accurate administration of all member service matters.
3. A YMCA that is welcoming to the community and reflects our mission and values.

**SALARY - \$33,000 - \$38,000**

*For more information or details, please contact Brooke at 507.433.1804 or [bdowney@ymca-austin.org](mailto:bdowney@ymca-austin.org)*

**PLEASE SEND RESUMES TO [resume@ymca-austin.org](mailto:resume@ymca-austin.org)**