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FOR SOCIAL RESPONSIBILITY**

## **YMCA OF THE NORTHWOODS – FLAMBEAU RIVER**

Job Title: Membership Coordinator  
FLSA Status: Part time Non-Exempt  
Wage Range: \$13.00-\$15.00 / Hour

Location: Flambeau River  
Revision Date: 1/9/2025  
Reports to: Executive Director

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### **POSITION SUMMARY:**

Under the direction of the Executive Director, the Membership Coordinator, in harmony with the Christian nature and Mission of the YMCA, as well as the established goals and objectives of the YMCA, shall be responsible for the supervision and management of the Welcome Center functions focusing on excellent customer service and appropriate scheduling relating to the Association. In general, the role of the Membership Coordinator is to build relationships with and between staff members, volunteers, members, program participants and the communities the YMCA serves.

Specifically, the Membership Coordinator must assist in creating an atmosphere that facilitates customer service, communication, and teamwork at the Welcome Center.

### **ESSENTIAL FUNCTIONS:**

- Provide outstanding member services to prospective members, including tours, orientation, membership sign-ups, Member Appreciation days and other various membership functions.
- Meet membership goals as directed by the Executive Director with marketing ideas, planning and implementation to effectively increase membership, retention and penetration numbers.
- Assist with the membership/administrative functions; maintain quality control over membership area and ensure proper coverage to maintain established Welcome Center hours.
- Assist in preparing the annual budget for the department in consultation with the Executive Director.
- Forecast monthly membership with Executive Director.
- Oversee all Welcome Center staff meetings. Assure own professional growth and maintain required certifications.
- Ensure for training and development of the Welcome Center staff.
- Recruit volunteers for the association.
- Maintains and oversees the Community Board to keep current with events.
- Manages and oversees the Pro Shop which includes inventory and ordering.
- Responsible for billing corporate accounts and collecting past due accounts.
- Oversee Welcome Center Lead in responsibility for ordering office supplies.
- Adhere to all policies, procedures, and guidelines of the association.
- Oversee maintaining efficient operation of office equipment, copy and fax machine, and computers.
- Promotes membership and program enrollment and aids in assimilation of new members into specific programs.
- Responsible for the planning, marketing and execution of Member Appreciation Days.
- Provide or assign clerical and administrative support by welcome center staff as requested by Directors.
- Maintain a flexible work schedule to accommodate the needs of the Welcome Center.
- Act as a liaison between the YMCA of the Northwoods, program participants, parent/guardians, and the community.
- Perform all other duties as assigned by the Executive Director.



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### SKILLS AND QUALIFICATIONS:

The Membership Coordinator in general requires excellent communication skills, excellent relationship building skills, the ability to model the YMCA Core Values and have the ability and desire to make a personal connection with the communities the YMCA serves.

- Ability to supervise Welcome Center Staff and demonstrate willingness to learn and accept responsibility, take initiative, be flexible and use sound judgment.
- Commitment to the YMCA's mission, and knowledge of how it is accomplished throughout the Association.
- Position requires strong organizational skills, excellent oral and written communication skills, and the ability to prioritize workloads to meet deadlines, and must maintain a high level of confidence.
- High School diploma or equivalent, supervisory experience, knowledge of basic accounting procedures and ability to operate all general office equipment, and certified in CPR and First Aid within 90 days of employment.

### YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fundraising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

### EFFECT ON END RESULTS:

- Effective relationship building that manifest into personal relationships with members, staff, volunteers.
- Works well with other staff to promote YMCA values.
- Models the YMCA Mission and Values while on the job.
- Provide Executive Director with efficient support through completion of all designated support/clerical projects.
- Provide quality reports and correspondence to appropriate staff and volunteers in a timely manner.
- Quality of finished correspondence, reports, etc., will reflect the professional image of the YMCA of the Northwoods.



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**PHYSICAL DEMANDS.**

Must be able to lift 25 pounds regularly and up to 50 pounds occasionally. Must be able to see, hear and speak, kneel, and squat. Standing or walking up to 50% of the shift. Sitting up to 50% of the shift. The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. We understand and mutually accept the above descriptions to the job to be performed:

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Membership Coordinator Date

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Executive Director Date