



**FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

LEARN, GROW, AND THRIVE WITH A CAREER AT THE Y

Job Title:

New Member Specialist **Part Time @ Y 10-20 hours per week**



Position Summary:

Under the direction of the New Member Experience Coordinator and in accordance with the mission and purpose of the Ann Arbor YMCA, the New Member Specialist shall provide personal interview based tours, sell memberships, follow up with both new members and non-joining visitors through email, phone calls and personal contact. The New Member Specialist will also serve new members in becoming connected to the YMCA, members, staff and small communities through the New Member Pathway (first 30-60 days). The New Member Specialist will also collect and organize data relevant to membership enrollment and trends.

Principal Activities:

- Will conduct personalized interview based tours with prospective members.
- Will manage new members' experience on the New Member Pathway.
- Will build strong relationships with new members.
- Will connect new members with other staff and programs.
- Will read and respond to all YMCA communications including but not limited to email on a daily basis.

Qualifications:

- Minimum age 18; High school diploma or equivalent is required.
- 12-18 months' experience in customer service is required.
- Must possess a strong understanding of the YMCA mission to promote Healthy Living, Youth Development and Social Responsibility as well as a familiarity with all areas of the Ann Arbor YMCA programming.
- Knowledge of eFinesstri software preferred. Must be able to learn within 30 days of hire.
- Must relate effectively to diverse groups of people from all social and economic segments of the community, as it relates to membership.
- Multi-lingual ability is preferred.

Full job description available upon request.

Position Facts:

Hiring Range: **\$9.50-\$10.71 per hour** Benefits: **Membership • Program • GoPass!**

To apply: **Ann Arbor Y Employment Application, résumé including 3 references**

To: **Tyler Sanford – tsanford@annarborymca.org**

