



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

NEW MEMBER SPECIALIST

— Ann Arbor YMCA

Location: 400 W Washington, Ann Arbor **Type:** Part-time; 10-20 hours per week

OUR CULTURE

Our mission and core values are brought to life by our culture. It's who we are, who we aspire to be and how we show up every day. We are cause-driven. We don't just show up, we show up with purpose. **We are welcoming:** we are open to all. We are a place where you can belong and become. **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.

YOUR ROLE

We act with intentionality to connect people to our cause through our service and engagement principles. Every day we:

- **Welcome** – Smile, greet members by name and introduce ourselves.
- **Connect** – Ask questions, share a story and introduce members to other staff and members.
- **Support** – Affirm and encourage members and wish them well.
- **Invite** – Share opportunities for members to get involved and give back to the community.

LOCATIONS

We are active in several locations in Michigan including: Ann Arbor, Ypsilanti, Dexter/Pinckney and Burt Lake/Indian River. **Join us and help transform lives.**

HIRING RANGE: \$9.90-\$11.13 per hour depending on experience

GENERAL FUNCTION:

Provide personal interview-based tours, sell memberships, follow up with both new and non-joining visitors through email, phone calls and personal contact. Serve new members in becoming connected to the Y, members, staff and small communities through the New Member Pathway (1st 30-60 days). Collect & organize data relevant to enrollment trends.

REQUIREMENTS:

- **Minimum age 18; high school diploma or equivalent is required.**
- **1-year experience in customer service is required.**
- **Strong understanding of YMCA's mission to promote Healthy Living, Youth Development and Social Responsibility & familiarity with all areas of Ann Arbor Y programs.**
- **Must learn YMCA software within 30 days of hire.**
- **Must effectively relate to diverse groups from all social/economic segment of the community, as it relates to membership.**
- **Read and respond to all YMCA communication including but not limited to email.**
- **Multi-lingual ability is preferred.**

APPLICATION DEADLINE: Ongoing

APPLICATIONS TO: Jameson Tamblyn
JTamblyn@AnnArborYMCA.org

Please submit Employment Application & resume.

ANN ARBOR YMCA BENEFITS:

Individual membership
Program/Child care/Camp fee reduction
Go!Pass for AATA

Position hours: 10-20 hours per week;
Saturday/Sunday availability is preferred.

FULL JOB DESCRIPTION IS AVAILABLE UPON REQUEST.