



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# Assistant Membership Director

## Ann Arbor YMCA

**Location:** 400 W Washington, Ann Arbor    **Type:** Full-time; Non-Exempt

### 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.

Join us and help transform lives.

**Hiring range:** \$29,989-\$33,738 annually depending on experience

### **GENERAL FUNCTION:**

Under the direct supervision of the Membership Director and in accordance with the mission and purpose of the Ann Arbor YMCA, the Assistant Membership Director shall be responsible for member and guest service, organization and management and shared supervision of the front desk and supplies, managing specialty memberships and membership administrative work as well as delivering service with a smile.

**APPLICATION DEADLINE:** April 25, 2019

**APPLICATIONS TO:** James Highsmith

[JHighsmith@AnnArborYMCA.org](mailto:JHighsmith@AnnArborYMCA.org)

Please submit employment application, resume and cover letter.

### **ANN ARBOR YMCA BENEFITS:**

Family membership

Program/Child care/Camp fee reduction

Sick/Vacation Time; YMCA Retirement

Medical & Dental Insurance

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**Position hours:** Ability to work more than a 40-hour week with irregular work hours.

### **REQUIREMENTS:**

- **Create and maintain member program culture that promotes the YMCA's mission, vision and core values.**
- **Develop and execute systems that ensure members feel welcome and actively respond the results.**
- **Monitor and strengthen key drivers; member loyalty, cleanliness, friendliness and the value for the money.**
- **Read and respond to all YMCA communication including but not limited to email.**
- **Multi-lingual ability is preferred.**

### **CERTIFICATIONS/QUALIFICATIONS:**

1. High school diploma or equivalent is required. Two years' full-time experience in a related field is required.
2. Bachelor's degree in marketing, communications or similar field is preferred.
3. Strong oral and written communication skills required. Ability to communicate and listen effectively as well as an aptitude for working harmoniously with a wide variety of people in a patient, professional manner.
4. Must possess excellent customer service, organizational and interpersonal skills.

FULL JOB DESCRIPTION IS AVAILABLE UPON REQUEST.