

Membership Engagement Director

Exciting leadership opportunity to make an impact through our Membership Team.

Description:

We are seeking a leader with exceptional relationship skills, an innovative thinker, a leader that can inspire others, attentive to detail and a fun and engaging personality to lead our Member Services Team. The Family YMCA is a diverse organization serving over 7,000 members and committed to strengthening our community through programs and services.

Position Summary:

Under the direction of the CEO, the Membership Engagement Director is the primary point of contact to manage the daily operations of the membership department which includes sales, prospecting, retention and all frontline operations. This position is responsible for supervision of staff, engagement with prospective members, facility tours, membership sales, and retention activities. In addition, the position will supervise our Family Engagement Coordinator with oversight of drop in childcare and all family programs. The Membership Engagement Director will work with the leadership team to develop budgets while creating innovative approaches in the delivery of an exceptional member experience.

Education/Experience Requirements: A four-year degree from an accredited college or university is preferred. A minimum of 3 years of experience in measurable sales, customer service and supervision are required. Strong computer skills a must with data entry and management with customer service software experience required. Experience with Daxko Operations software a plus. Bilingual in English and Spanish is preferred.

Salary Details: \$37,000- \$46,000 annually

The Goldsboro Family YMCA offers a comprehensive benefit package that includes Medical and Dental insurance along with a 9% employer contribution to the retirement savings plan.

How to Apply:

Submit cover letter, resume, and 3 references (including 1 family member) to bruce.griffin@goldsboroymca.org

(**Note:** Please refer to the job title when applying for this job.)

Resumes until: 07/12/2019

Contact: Bruce Griffin E-Mail resume to: bruce.griffin@goldsboroymca.org