

**Kishwaukee Family YMCA  
Member Experience Director  
Job Description**

Job Title: Member Experience Director

FLSA Status: Exempt

Department: Membership

Reports to: Human Resource and Engagement Director

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**Position Summary**

Under the guidance of the HR and Engagement Director, the Member Experience Director will develop, organize, and implement high quality, member-focused membership services.

**Essential Functions**

- Supervision, training, and recruitment of Membership staff team.
- Creates a member focused culture by supporting all areas and departments of the Y.
- Guides membership sales per established promoting guidelines, high quality member-focused environment, and works with all leadership staff on developing retention strategies.
- Conducts tours and works at the membership desk during peak times or as needed.
- Integrates with program staff to ensure seamless transition of new members based on their stated interests.
- Works towards and trains staff to understand existing member's needs and connects them to programs, services, and other members to increase retention.
- Provides effective communication to staff, members, prospective members, and community partners.
- Responds to all members, community inquiries, and concerns in a timely and positive manner.
- Develops and monitors membership budget to meet fiscal objectives.
- Responsible for recruiting Annual Campaign volunteers
- Lead Environment Committee
- In charge of all YMCA insurance reimbursement programs
- Supports Y Special Events and Community Outreach Events
- Other duties as assigned

**Qualifications**

- Bachelor's degree in related field
- Minimum age of 21
- Minimum of two years in membership services, marketing, sales, and/or customer services.
- Working knowledge of computers and office machines
- Ability to communicate effectively in person, on telephone, and through email.
- Ability to communicate effectively with diverse populations including members, peers/co-workers, supervisors, and volunteers.
- Ability to learn and retain information related to programs, services, and membership options.
- Ability to handle conflict management in a positive manner.
- Ability to train and manage staff team.
- Previous supervisory experience in customer service required.
- Completion of YMCA program specific certifications.

**Physical Demands**

Sufficient strength, agility and mobility to perform essential functions of position.

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I have read and agree to the position description as outlined above.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date