



BE PART OF SOMETHING GREAT

JOB ANNOUNCEMENT

Family YMCA of Black Hawk County

POSITION TITLE: Evening Membership Coordinator

BRANCH: YMCA Waterloo

REPORTS TO: Membership Sales & Engagement Director

STATUS: Full-time, Hourly

STARTING SALARY: \$18/Hour

DATE: August 28, 2026

HOURS: Monday – Thursday; 12:00pm – 8:30pm
Friday: 11:30am - 7:30pm

POSITION SUMMARY:

As the nation's leading nonprofit organization committed to strengthening communities through youth development, healthy living and social responsibility, the Y offers more than just a job. We offer you a career with a future and the chance to make a lasting difference in your community. The Evening Membership Coordinator, under the direct supervision of the Membership Sales & Engagement Director, is responsible for leading an energetic and high-performing team of Member Services staff and managing all Front Desk activities with a goal of providing exceptional member experience resulting in high membership retention and membership growth. This position fosters a member-focused culture and models relationship building skills in all interactions. The Evening Membership Coordinator assists the management of the Subsidized Membership Program from start to finish, in regard to membership and program initiation, participation and reevaluations, ensuring the YMCA services are available to all, within the available resources of the BHCY.

KNOW HOW/REQUIREMENTS:

- Bachelor's Degree or equivalent work experience in customer service and sales
- Previous management experience in recruitment, training, supervision and mentoring of staff
- Strong leadership and excellent customer service skills
- Candidate must be goal orientated
- Excellent organizational and communication skills
- Ability to improve and streamline processes, handle multiple administrative tasks, and provide guidance and resolve complex customer and personnel issues
- A positive, can-do attitude and ability to work in fast paced environment
- Sound judgment and decision making, as well as problem solving and interpersonal skills to relate to people of all socio-economic levels and diverse backgrounds
- Ability to set the standard for and model exceptional member service and build a culture of member involvement and engagement in all staff
- Provide and create a welcoming atmosphere that is people centered and service oriented
- Strong Computer Skills
- Experience in budget management and data processing preferred
- Ability to build genuine relationships with members, guests and co-workers

ESSENTIAL RESPONSIBILITIES:

- **Uphold the mission of the YMCA, and demonstrate behaviors that reflect a determined, nurturing, genuine, hopeful, and welcoming nature.**
- Model the YMCA character and values of Caring, Honesty, Respect and Responsibility through actions and conversations with members, and communicate our image using the Y's Voice of Genuine, Nurturing, Hopeful, Welcoming, and Determined.
- Hire, train, supervise and mentor energetic and high-performing Member Services staff. Identify and acknowledge exceptional performance; coach and support staff to improve member experience.
- Set the standards and model exceptional member service to staff and volunteers, and demonstrate genuine relationship building daily.

- Participate in continuing strategic development for the Membership Department.
- Implement ongoing strategies to increase sales and ensure member retention through excellent member experience.
- Conduct tours for prospect members using a "Listen First" approach, determining needs and offering solutions and closing the sale.
- Assist in managing the Subsidized Membership Program, ensuring the YMCA services are available to all, within the available resources of the Downtown Branch.
- Remain knowledgeable in all programs, class schedules and membership information.
- Understand and enforce all YMCA policies dealing with member services.
- Assist in planning, coordinating and leading monthly staff meetings.
- Cover Welcome Desk shifts as necessary.
- Responsible for ensuring the safety of all Y members in the building.
- Emergency responder to staff and member needs in the building.
- Monitor gym, halls, parking lot and all areas within the YMCA.
- Keep the building and parking lot free of debris and trash throughout the day.
- Relate to the public, providing excellent services to members, guests and participants.
- Handle and resolve membership questions/complaints
- Keep organized and be able to prioritize essential tasks.
- Perform member service responsibilities as needed; included but not limited to assisting the front desk with checking in members, providing accurate information about programs, schedules and membership

SCOPE OF RESPONSIBILITIES:

- Supervise PT membership staff.
- Provide peer leadership to ensure excellent member and volunteer experience.
- Successfully assist in management of a staff salary budget and co-manage membership revenue.
- Maintain all records related to the staff certifications and general membership operations.

PHYSICAL DEMANDS:

1. Must be able to remain alert and attentive.
2. Must be able to work from a standing position.
3. Must be able to perform CPR/First Aid in emergency situations.
4. Ability to communicate verbally, including on the phone, tours, and to our members for long periods of time.
5. Ability to lift 50 pounds

ADDITIONAL NOTES:

This position description reflects the major functions of the position but is not intended to be all-inclusive. The Morning Membership Coordinator is also responsible for taking direction from the Membership Sales & Engagement Director and CEO in completing projects or performing duties deemed necessary for the branch and/or association's success.

BENEFITS INCLUDED:

The Family YMCA of Black Hawk County maintains a strong commitment to training and professional development, and benefits associated including health, PTO, uniform allowance, participation in the YMCA retirement fund. As a new YMCA team member you will receive a community-wide individual membership.

Email application/resume to: Kelsey Mumm
Membership Sales and Engagement Director
Family YMCA of Black Hawk County
 669 South Hackett Rd, Waterloo, IA 50701
 (P) 319-233-3531
 (E) kmumm@blackhawkyymca.org

Apply online: www.blackhawkyymca.org

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