Lancaster Family YMCA
Membership Director

Position Summary:

Membership Director is responsible for all member-related issues/tasks and managing the Welcome Desk and Welcome Desk staff at his or her home branch.

Typical responsibilities include, but are not limited to:

- Providing a first class membership experience by communicating and effectively managing all membership processes and procedures.
- Completing membership related reports.
- Promoting growth and retention in our membership through membership events, positive experiences and excellent customer service.
- Hiring, training, supervising and scheduling membership staff utilizing Y policies and Y values.
- Ensuring accurate member record files are stored and maintained.

This position requires a team player with the ability to effectively work with members, staff and volunteers.

This position is also responsible for identifying, and responding appropriately to, customer wants, needs, and expectations through caring, honest, respectful, and responsible actions and interactions that contribute to the relationship between the member and the YMCA organization.

Qualifications:

1. Undergraduate Degree;
2. Minimum of 2 years staff supervision;
3. Minimum of 2 years customer service;
4. Candidate must be willing to obtain child abuse and criminal background clearances as well as CPR/AED and First Aid certifications.

Resumes accepted via mail or email:
The Lancaster Family YMCA
Attn: HR Director
265 Harrisburg Ave
Lancaster, PA 17603
diovino@lancasterymca.org

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Drug Free Workplace