

YMCA of Greater Cleveland

THE FOLLOWING POSITION IS OPEN:

**MEMBERSHIP DIRECTOR
FULL-TIME
HILLCREST FAMILY YMCA**

LOCATION: Hillcrest Family YMCA
5000 Mayfield Rd
Lyndhurst, OH 44124

GENERAL DESCRIPTION: The Membership Director will be responsible for developing annual membership budgets, projecting and achieving membership goals, and implementing/marketing Branch/ Association-wide membership and program promotions with a major focus on community and corporate memberships. In addition, the Membership Director is responsible for recruiting, supervision and scheduling for all front desk personnel. The Membership Director will direct front desk staff in day-to-day processes such as registration, customer service and reception duties. Tasks include facility tours and sales, resolution of customer complaints, follow-up calls to all non-renewals, accurate and timely completion of all sales data and statistics. Focus of this position is sales, marketing and promotions.

QUALIFICATIONS:

- Bachelor's Degree in Marketing or a related field required and/or Bachelor's Degree with relevant experience,
- Minimum of one year's experience in sales/ marketing along with coordinating special fund raising events,
- One year's experience in staff supervision and recruitment,
- Outgoing personality and excellent customer service skills is a must,
- Working knowledge of word-processing and spreadsheet software packages,
- Excellent communications skills, both written and verbal.

POSITION POSTED: December 2011

APPLICATION DEADLINE: January 2012 (or until position is filled)

AVAILABLE DATE: December 2011

STARTING SALARY: \$28,500 - \$30,000 per year, plus benefits
Salary commensurate with experience.

HOURS: This is an exempt position. Some weekend/evening hours required

INTERESTED APPLICANTS MAY CONTACT: Alyssa Shepherd
2010 Recreation Lane
Avon, Ohio 44011
ashepherd@clevelandymca.org

Equal Employment Opportunity