

## **GETTYSBURG & ADAMS COUNTY**

**POSITION:** Membership Director

**PRE-REQUISITES:**

- Criminal Background, Child Abuse, and FBI Clearances.
- Mandated Reporter Training.

**FUNCTION:** To provide administrative supervision to the YWCA Service Desk procedures and personnel and manage the Membership Department, with responsibilities including, but not limited to: correspondence, data entry and research.

**QUALIFICATIONS:**

Must possess supervisory and administrative skills, good organizational and excellent customer service skills, knowledge of budget preparation, record keeping, and financial review. A good knowledge of the community will be helpful in seeking business support. Must have commitment to and ability to interpret for others the YWCA mission and programs. Must be able to meet deadlines, as well as effectively prioritize, plan and schedule projects to completion. Must be responsible, friendly, and able to deal effectively with other staff, volunteers and the general public using good public relations skills. Must be able to speak publically when called upon. Should be flexible, dependable, and task oriented. Knowledge of facility operations including front desk and program software is beneficial.

Must be a YWCA Member/Associate.

**RESPONSIBILITIES:** include the following. Other duties may be assigned.

1. Oversees the supervision of the YWCA Service Desk and TLC personnel as well as all procedures. Is ultimately responsible for hiring, evaluating, scheduling and rewarding/disciplining Service Desk Staff and TLC Staff as appropriate.
2. Is responsible for the overall integrity of Membership database, as well as regular Service Desk computer clean-up procedures. Assist, as needed, a Customer Service Representative at the YWCA Service Desk.
3. Assists YWCA Membership committee with the planning, coordination and scheduling of special events such as YW Membership Appreciation Day, YW Membership Drives or any occasion that would be aligned with membership.
4. Runs monthly Membership/building usage data; prepare appropriate invoices and reports and mail to membership one month in advance of membership/rec. pass expiration. Prepare timely reports for Executive Director, Membership Committee and Board of Directors.
5. Works on membership recruitment and retention, plans and executes promotions.
6. Approves, tracks and processes reports of members using insurance benefits we accept.
7. Responsible for rentals of lockers.
8. Attends weekly staff meetings and committee meetings as assigned.
9. Represents the YWCA in a positive, friendly and helpful manner at all times.
10. Works cooperatively with the entire YWCA staff to keep the facility operating smoothly and in accordance with YWCA policies and procedures.
11. Submits and verify payroll timesheets, requested reports and statistics.
12. Plays an active role in promoting all YWCA offerings, other programs and overall member wellness as well as community outreach.
13. Plays an active role in YWCA special events.
14. Furnishes membership benefits information and prices for brochures, news releases and YWorks following the guidelines and established channels of the Association.
15. Required to attend the annual meeting if scheduled and a regularly scheduled YWCA Board of Directors meeting – one/management team cycle.
16. Sets positive leadership role.
17. Provide routine supervision of employees in the Administrative office when the executive director is out.
18. Required to drive on a regular basis and must provide an up-to-date copy of vehicle insurance to the HR Department upon employment and when renewed or change in coverage occurs.
19. Expected to meet an 8 hour day in line with stated work schedule with a maximum of 40 hours per week. Variations to this schedule require preapproval from Executive Director.

**PHYSICAL REQUIREMENTS:**

- Occasionally lift and carry up to 40lbs.
- Must be able to sit for extended period of time.
- Frequently operates a computer and other office productivity machinery.
- Must be able to climb stairs.

**WORK STATUS:** Full Time

**WORK LOCATION:** YWCA Main 909 Fairfield Road, Gettysburg

**ACCOUNTABILITY:** Reports directly to the Executive Director.

**JOB CLASSIFICATION:** Salary

**FLSA CLASSIFICATION:** Exempt

**YWCA MISSION:**

The YWCA Gettysburg & Adams County is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

**I have read and understand the above job description and Missions of the YWCA of the U.S.A and YWCA of Gettysburg & Adams County.**

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**Employee Signature**

**Date**

*Revised July 2017*