

Membership Advisor

The Westport Weston Family YMCA (WWFY) is seeking a Part Time professional to drive sales through prospecting, lead generation, touring and making outbound phone calls of prospective members.

Job Description

Under the direction of the Director of Membership Services, the Membership Advisor is responsible for achieving sales targets by following Association systems, prospect follow up, lead management, booking appointments, giving tours and actively selling memberships according to the Y's sales guidelines and protocols.

QUALIFICATIONS:

1. Minimum of 1 year of customer service or sales experience.
2. Must be energetic, enthusiastic, and maintain a professional appearance.
3. Ability to address difficult member situations and conflicts in a professional and courteous manner and exudes excellent interpersonal skills.
4. Ability to work independently and as part of a team.
5. Ability to multi task and meet deadlines in a fast pace environment.
6. Organized and detail-oriented.
7. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
8. Must demonstrate a strong desire to serve others and give back to our community.
9. A professional, goal driven, self-motivated leader with a positive attitude.
10. Ability to problem solve.
11. Accepts and demonstrates YMCA core values: caring, honesty, respect, and responsibility.
12. Have a strong work ethic, excellent customer service skills, be punctual and reliable.
13. Excellent computer skills and experience with standard business software (Microsoft Excel and Word, and Outlook).
14. Ability to respond to safety and emergency situations.
15. Previous YMCA membership sales experience preferred but not required.

AREAS OF RESPONSIBILITY:

1. Follows the direction of the Director of Membership and Chief Operations Officer.
2. Drives sales through prospecting, lead generation, touring, and making outbound phone calls to prospective members.
3. Participates in grassroots or outside marketing to drive new leads.
4. Ensures prompt and timely follow up of all new leads.
5. Ensures timely and accurate entry of all leads and sales into lead database.
6. Responsible for achieving personal Key Performance Indicators (KPIs), including appointments, leads and closing rates.
7. Responsible for the data input and accuracy of new member records.
8. Prospects for new corporate/employer leads through engagement with new members.
9. Along with the Director of Membership, ensures engagement and retention by connecting new members with program areas and setting new member onboarding appointments with the Wellness Department.

10. Along with the Director of Membership, is responsible for achieving and exceeding monthly sales and engagement goals, including personal goals.
11. Welcomes visitors and prospective members by greeting them in person or on the telephone and answering all inquiries.
12. Promotes membership engagement by interacting with existing and potential members.
13. Converts participants and other nonmembers into members.
14. Contribute and implement innovative ideas to improve membership operations.
15. Assists members with check-in procedures as needed.
16. Maintain professional safe and clean environment in member services areas.
17. Monitor individual cash handling transactions to ensure all procedures are followed according to the standard operations of the YMCA.
18. Adheres to all policies, guidelines, rules, and best practices as outlined by the YMCA.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience.

Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology. Under the direction of the Director of Membership Services, the Membership Advisor is responsible for achieving sales targets by following Association systems, prospect follow up, lead management, booking appointments, giving tours and actively selling memberships according to the Y's sales guidelines and protocols.

Rate:

\$25.00 per hour

How to Apply

By Email: bmarazzi@westporty.org

Resumes Accepted Until 11/15/2021

EOE