 

DULUTH AREA FAMILY YMCA – JOB DESCRIPTION

Job Title: Program and Membership Director

FLSA Status: Exempt

Job Type: Full-Time

Reports to: Executive Director

Revision Date: 02/24/22

**Summary/Objective**Oversees the development and operations of multiple assigned program areas including Sports and Recreation, Aquatics, and Membership. Supervises, trains and supports assigned staff and volunteers, develops, plans and implements new procedures, systems and methods to promote program growth, safety, member satisfaction and member retention through program participation and facility excellence.

**Our Culture**

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming**: we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger, beginning with you.

**Essential Functions**

* Recruits, hires, trains, develops, schedules and directs personnel and volunteers as needed. Reviews and evaluates staff performance. Develops strategies to motivate staff and achieve goals.
* Establishes with the leadership team long range plans for expansion of programs and services, in harmony with overall YMCA projects.
* Provides leadership and vision in the improvement and development of existing and new innovative programs and member services to better meet the needs of members and the community.
* Serves as the Executive Director in the absence of the Branch Executive Director. The Program/Membership Director is a member of YMCA management and supports the overall objectives of the Association.
* Conducts ongoing assessment of all staff functions and performance, evaluate core competencies and skills, design and implement trainings as needed.
* Develop and maintain effective facility scheduling and equipment to best serve members of all ages; establish policies, procedures and guidelines for staff to ensure quality member experience.
* Serve in a lead capacity for assigned community events and functions
* Develops, manages, and monitors assigned operating budgets to meet or exceed targets. Recommends adjustments to the budget to assure a balanced operation and submits reports on the current operations.
* Compiles program and membership statistics. Monitors and evaluates the effectiveness of and participation in program.
* Fosters an inclusive environment appreciative of differences in the workplace. Meaningfully participate in and lead efforts to support the Y’s commitment to equity and diversity.

**YMCA Competencies**

* Mission Advancement: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.
* Collaboration: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.
* Operational Effectiveness*:* Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.
* Personal Growth: Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. 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.

**Supervisory Responsibility**The Director will supervise Aquatics, Membership, Sports and Recreation department staff, and other staff and volunteers during special events.

**Work Environment**The Program & Membership Director will work between the front desk and their office to ensure that members and their guests receive positive, respectful service. The work environment will require mobility between different parts of the Y. Will also use standard office equipment: computers, phones, photocopiers, filling cabinets, and fax machines. The Director will work in and near the pool. This may include teaching swim lessons, being on the deck as a lifeguard, and supervising swimmers and guests on the pool deck.

**Physical Demands**

Sufficient strength, agility and mobility to perform essential functions and to supervise program activities in a wide variety of indoor and outdoor locations.

The Director is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Position Type/Expected Hours of Work**

The Director will work in a full-time, exempt capacity.  Hours of work will depend on program needs, staffing structure, and other needs of the Association. Work hours may include early mornings, late evenings, and weekends.

**Travel**

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected for meetings and trainings.

**Required Education and Experience**

* Bachelor's degree or experience equivalent.
* Minimum 3 years management experience in a YMCA or related non-profit organization preferred.
* Excellent verbal and written communication skills.
* Ability to make oral presentations, direct and organize large program meetings.
* Ability to analyze statistical and financial data and use standard business mathematics to determine pricing, margins, marketing strategies, etc.
* Required certifications: Current CPR, first Aid. Ability to respond to all safety and emergency situations.
* Completion of additional YMCA program-specific trainings and certifications as outlines by supervisor.
* Commitment of supporting principles of equal opportunity and affirmative action to achieve a diverse work environment.

**Additional Eligibility Qualifications**

The Director must be able to successfully pass an employee background check.

**EEO Statement**

The Duluth Area Family YMCA (the Y) provides equal employment opportunities (EEO) to all employees and applicants for employment without regards to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, the Y complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absences, compensation, and training.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Signatures**Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_