



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPPORTUNITY AWAITS

MEMBER EXPERIENCE COORDINATOR

STURGEON BAY PROGRAM CENTER

The Door County YMCA is seeking an enthusiastic, relationship-focused Member Experience Coordinator to lead our Welcome Center team and create an exceptional experience for every member, guest, and visitor.

This position serves as the face of the YMCA, leading by example to ensure outstanding customer service, confident membership sales, accurate program information, and meaningful member connections. The Member Experience Coordinator also recruits, trains, coaches, and supports Welcome Center staff while overseeing the daily operations of the Welcome Center to ensure a welcoming, efficient, and engaging environment for all.

We're looking for someone who thrives in a fast-paced environment, enjoys building relationships, developing staff, solving problems, and helping people connect with the YMCA's mission and programs. This position includes a regular combination of evening and weekend leadership shifts and may be filled as either a full-time or part-time leadership opportunity, depending on the candidate and organizational needs.

Qualifications

- Three or more years of customer service, hospitality, retail management, membership services, or related experience.
- Experience leading or coaching staff.
- Excellent communication and relationship-building skills.
- Strong organizational skills with attention to detail.
- Sales or membership development experience preferred.

Starting Wage:

- \$17-19 per hour, based on qualifications and experience.

**WORK
AT THE Y!**



Working at the Y, you'll **discover more than a job** —you'll enjoy a career with a future and the opportunity to **make a lasting difference** in the lives of those around you. If you are a person who wants more than just a job, who wants your efforts to have an impact on your community and who wants to work in a welcoming and positive environment, then you are someone we'd like to work with us.

Perks: Position may be filled full-time (40 hours/week with full benefits) or part-time (30+ hours/week with limited benefits), depending on the selected candidate. Full-time benefits include medical and life insurance, paid time off, retirement benefits (upon qualification), FREE family YMCA membership, and program discounts.

How to Apply:

Please visit doorcountyyymca.org for a full job description, and a list of other opportunities or to download an application.

**FLEXIBLE
SCHEDULE**

**PROFESSIONAL
DEVELOPMENT**

**FREE
Y Membership**

**DISCOUNTS
ON Y
PROGRAMS**

IT'S FUN!

Be an integral part of two great community centered programs.

**BUILD
RESUME
SKILLS**

**CAUSE
DRIVEN**

Work with passionate people and help make our community a better place!

DOOR COUNTY YMCA | www.doorcountyyymca.org

Jackie & Steve Kane Program Center
3866 Gibraltar Road, Fish Creek, WI 54212
920-868-3660

Sturgeon Bay Program Center
1900 Michigan Street, Sturgeon Bay, WI 54235
920-743-4949



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DOOR COUNTY YMCA

Job Title: **Member Experience Coordinator (SB)**

Job Code:

FLSA Status: Full-time; hourly

Job Grade: Grade 6

Reports to: Member Services Director

Revision Date: 7/10/26

Leadership Level: Team Leader

Primary Function/Department: Membership Services

POSITION SUMMARY:

The Member Experience Coordinator serves as the leader and primary ambassador of the Welcome Center, ensuring every member, guest, volunteer and prospective member experiences an exceptional first and lasting impression of the Door County YMCA. This position leads by example in creating a warm, welcoming and engaging environment while connecting individuals with memberships, programs and services that meet their needs.

The Member Experience Coordinator develops and coaches the Welcome Center team to consistently deliver outstanding member service, accurate information, and confident membership sales. Through daily leadership, floor presence, mentoring, operational oversight and continuous staff development, this position establishes a culture of hospitality, accountability and relationship building that strengthens member engagement, supports retention and advances the YMCA's mission.

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:

Member Experience Leadership

1. Serve as the visible leader of the Welcome Center, ensuring every member, guest and prospective member is welcomed promptly, professionally and with genuine hospitality.
2. Create a culture where every interaction reflects the YMCA's mission and values by modeling exceptional customer service, relationship building and the Listen First philosophy.
3. Ensure members receive accurate information regarding memberships, programs, schedules, policies and available resources while helping them connect with services that best meet their needs.
4. Build meaningful relationships with members through consistent engagement, recognition and follow-up, creating an environment where every individual feels welcomed, valued and connected.

Membership Growth & Program Engagement

5. Serve as the primary resource for membership sales by confidently presenting membership options, Membership for All opportunities and YMCA programs to prospective members.
6. Conduct prospective member tours that showcase the YMCA's impact, facilities and programs while helping individuals identify the membership option that best fits their goals.
7. Promote registrations for programs, classes, camps and special events through knowledgeable recommendations and proactive conversations.
8. Support membership retention by identifying member concerns early, resolving issues promptly and creating positive experiences that encourage long-term engagement.

Team Leadership & Staff Development

9. Help recruit, onboard, train, mentor and coach desk staff to consistently deliver outstanding member service.

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STURGEON BAY PROGRAM CENTER 1900 Michigan Street, Sturgeon Bay, WI 54235 P (920) 743-4949 F (920) 743-8812
JACKIE AND STEVE KANE CENTER 3866 Gibraltar Road, Fish Creek, WI 54212 P (920) 868-3660 F (920) 868-9970

10. Provide daily leadership, floor coaching and performance feedback while reinforcing operational procedures, service standards and organizational expectations.
11. Monitor staff interactions with members and provide real-time coaching to improve communication, professionalism, accuracy and confidence.
12. Ensure all Welcome Center staff are knowledgeable regarding memberships, registration procedures, Daxko operations, YMCA programs and organizational policies.
13. Coordinate Welcome Center schedules, staff meetings and ongoing training opportunities to ensure appropriate staffing and continuous professional development.
14. Foster teamwork and collaboration by serving as a resource and coach for Welcome Center staff while partnering effectively with all YMCA departments.

Operations & Administrative Leadership

15. Ensure Welcome Center operations are accurate, organized and efficient, including membership processing, program registration, cash handling and daily reconciliation procedures.
16. Review staff transactions, balances and operational processes for accuracy while identifying opportunities for additional coaching or process improvement; coordinate the collections process for overdue invoices.
17. Assist the Member Services Director with Membership for All processing, operational reporting and departmental initiatives.
18. Maintain accurate facility schedules, rental coordination, office supplies and Welcome Center communications.
19. Utilize the Daybook and other communication systems to ensure timely, accurate communication.
20. Approve payroll and maintain scheduling and staffing records in accordance with YMCA procedures.

Organizational Leadership

21. Build collaborative relationships with all YMCA departments to ensure members experience seamless service regardless of where they enter the organization.
22. Support facility operations by assisting with participant supervision, emergency response and risk management procedures as needed.
23. Model professionalism, accountability and sound judgment while maintaining compliance with YMCA policies, procedures and risk management practices.
24. Communicate opportunities, concerns and recommendations to the Member Services Director to continuously improve member experience, staff performance and operational effectiveness.

LEADERSHIP COMPETENCIES:

1. Critical Thinking & Decision Making
2. Project/Program Management
3. Communication and Influence
4. Developing Self & Others

QUALIFICATIONS:

- 3+ years in customer service, hospitality, retail management, membership services or related field.
- Demonstrated experience leading and coaching front-line staff.
- Strong relationship-building and communication skills.
- Sales and membership development experience preferred.
- Experience with scheduling, cash handling and operational software.
- Ability to coach employees through change and continuous improvement.
- Highly organized with strong attention to detail.
- Passion for creating exceptional member experiences.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device. The employee frequently is required to sit and reach, and must be able to move around the work environment.
3. Ability to instruct and demonstrate program instruction and skills that necessitate the ability to exert physical movements including stretching, bending, jumping, lifting (up to 30 pounds) and general fitness-type activities.

SIGNATURE: I have reviewed and understand this job description.

Employee's name

Employee's signature

Date