



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## YMCA of Greater Kalamazoo Job Description

**Job Title:** Membership Data Specialist  
**Part- Time:** 20 Hours per week  
**Salary Range:** \$15.00

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### POSITION SUMMARY:

Responsible for assisting the Membership department with critical business functions related to membership accounts. These functions will include but are not limited to: ACH collections, Returns, Membership Age Change communication, Membership Statistics report, 3<sup>rd</sup> Party Billing, 2<sup>nd</sup> Audits, and New Member accounts. The Membership Data Specialist will report to the VP of Membership and Fund Development for a period of 6 months and will then report to a Membership Director. The Membership Data Specialist will work in accordance with all Association- wide policies and practices.

### 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:

1. Learn, understand and be able to run all critical reports out of Daxko Operations.
2. Run membership specific data reports on time and accurately.
3. Responsible for 3<sup>rd</sup> Party Insurance provider billing for members under specific insurance plans.
4. Report by the 2<sup>nd</sup> day of the month, the Membership Statistics Report.
5. Run membership invoices for all memberships in this category.
6. Send Age change communication to all members who are aging out of the membership category they are currently in.
7. Working with Daxko returns manager, gains and other support products to manage returns and ACH issues.
8. Assist finance department with issues directly related to Membership accounts.
9. When possible assist the Membership Department with Membership reports and accounts.
10. Accuracy and integrity in all functions of the position is critical to the organization.
11. Assist with providing reports to the Membership department, as needed.

### QUALIFICATIONS:

#### Education/Training/Certifications:

1. High school diploma required.
2. Detailed orientated and able to meet deadlines with quality and accuracy.
3. Communicate clearly and concisely, verbally and in writing.
4. Computer skills required, including ability to learn new software, running reports, and analyzing data.



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5. Represent the YMCA in a mature and professional manner and use a customer-focused approach to resolve concerns.
6. Establish and maintain cooperative relationships with members, staff, and others contacted in the course of the work.
7. Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Technical Knowledge/Skills:

1. Experience working with a diverse community.
2. Computer skills.
3. Proficiency in word processing, spreadsheets, and other basic computer functions.

Work Performance Skills – Ability to:

1. Organize, prioritize and manage tasks with limited supervision.
2. Cooperatively balance workload.
3. Exercise professional judgment.
4. Make good, sound decisions.
5. Consistently and positively interact with customers and coworkers.
6. Demonstrate willingness to learn, accept responsibility, take initiative and be flexible.
7. Maintain confidentiality.

**WORK ENVIRONMENT & PHYSICAL DEMANDS:**

1. Ability to walk, stand, and sit for long periods of time.
2. Must be able to lift and carry supplies weighing up to 20 pounds.
3. Ability to stand or sit while maintaining alertness for several hours at a time.
4. Position may require bending, leaning, kneeling, and walking.
5. Ability to speak concisely and effectively communicate.
6. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
7. Ability to view/enter data on a computer monitor for long periods of time.
8. Ability to observe/evaluate facility and groups of customers/staff by sight and sound.

All YMCA Staff are mandated by law to report child abuse and neglect to Child Protective Services. Such reports can be made verbally at 1-855-444-3911. Staff will also report suspected abuse or neglect to their supervisor, senior management, or Human Resources.