

**eliminating racism
empowering women
ywca
greater newburyport**

mission statement of the ywca
YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

position/title: Marketing/Membership Assistant
job classification: Non-Exempt Full Time
benefits: Yes
work hours: Shifts as assigned
starting salary range: TBD
supervisor: Membership Director

qualifications

- 2 years customer service or direct sales
- Computer experience and knowledge of databases, MS Word, MS Excel
- CPR and First Aid preferred and required within 3 months of employment

description of the position:

The ywca greater newburyport is a membership organization whose mission is to eliminate racism and empower women. Marketing membership staff are responsible for recruiting and retaining members in the organization and serving as the portal to all other programs offered by the ywca.

duties

Customer Service (All staff are responsible for all of these duties)

- Promote the values and mission of the YWCA in all interactions with children, parents, and staff
- Welcome and assist guests with impeccable service upon their arrival and departure
- Maintain professional, pleasant appearance and overall clean work environment at all times
- Acquire knowledge of all YWCA products, services and programs
- Serve as an informational resource to potential and current members on all YWCA membership and program options
- Answer incoming calls in a timely manner, and make outgoing calls as needed
- Resolve or refer all member problems and concerns
- Efficiently document member questions, concerns or suggestions, and ensure follow-up in a timely and professional manner
- Sale of all ywca products including merchandise

Membership (All staff are responsible for all of these duties)

- Manage all aspects of enrollment process for membership, wellness plans, swim lessons, session based programs, school's out, and all other ywca programs.

job description: Membership/Marketing Assistant FT

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revised: 10/1/09

- Maintain information accurately in the database

Office Duties (Staff are responsible for those duties assigned by the Membership Director)

- General office duties as requested by senior management
- Manage all back office work in the database
- Respond to all emails including membership@ywcanewburyport.org
- Print collateral documents
- Prepare requested daily, weekly and monthly reports
- Resolve all problems with Community Pass
- Other duties as assigned

Marketing (Staff are responsible for those duties assigned by the Membership Director)

- Serve as representative for the agency and its programs at various events
- Distribute marketing material
- Assist with fund raising events

Fiscal

- Follow the agencies fiscal policies and procedures
- Maintain an accurate cash draw
- Close out the cash draw at the end of each shift
- Process all transactions in a timely and accurate manner

It is expected that all program staff will function as self-directed members in a team effort. Your activities and performances should meet appropriate professional standards and adhere to the philosophy and purpose of the YWCA.

Signature of staff person Date

Signature of supervisor Date