

## INTERIM MEMBERSHIP DIRECTOR

### Professional Profile

Highly responsible and dedicated professional with a proven record of success in member engagement and experience. Excellent manager of both large groups and small teams. Works well in groups. Volunteers own time. Able to multitask effectively and handle evolving job priorities. Superior organizational, leadership and interpersonal skills. Successful in hiring and retaining highly motivated and member oriented employees.

### Qualifications

- Human resources experience
- Relationship builder
- Skilled motivator
- Highly dependable
- Microsoft word, excel, outlook proficient
- Organized
- Trustworthy
- Team Player
- Volunteer
- Works well under pressure
- Energetic personality

### Relevant Experience

#### Process Improvement

- Updated and created new departmental procedures.
- Assessed organizational training needs.

### Experience

Company Name City , State Interim Membership Director 02/2016 to Current

- Oversee Welcome Desk and sales team
- Work and collaborate with the Municipal Services Assistant with the city of Morgan Hill
- Work and collaborate with the Director of Member Engagement with the YMCA
- Mentor and develop Welcome Desk staff
- Rebuild and establish trust and support with Welcome Desk staff
- Track tours given and tours closed
- Assess and apply financial aid to members
- Interact and engage with members
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Company Name City , State Health and Wellness Director 05/2015 to Current

- Oversee 65 direct reports and the day to day operations in the fitness center and group fitness program.
- Actively participate and co-chair the Health and Wellness cabinet with all 11 branches of the Silicon Valley YMCA association
- Prepare weekly sub schedule and quarterly schedule changes for group fitness
- Track and maintain wellness coaches, group fitness instructors and personal trainers hours in ADP
- Oversee Health and Wellness Coordinator job duties
- Mentor and develop Health and Wellness Coordinator
- Develop and grow all fitness staff by successfully preparing and tracking goals and provide training and leadership opportunities
- Oversee fitness department budget, research and purchase expenses and maintenance for the fitness center and equipment and manage expense reports
- Coordinate and execute programs and projects as assigned by AED
- Conduct phone screening and interview candidates for wellness coach, group fitness and personal training positions
- Conduct auditions for Wellness Coach, group fitness and personal training candidates
- Successfully participate and support staff campaigner volunteer between all fitness staff and exempt staff 2012-present
- Volunteer and assist with the YMCA Annual Giving Campaign 2012-present
- Work and collaborate with leadership team regarding the SEER survey to deepen member satisfaction and connections

- Collaborate, lead and support leadership staff as well as front line staff to strengthen the partnership between the City of Morgan Hill and the YMCA
- Created and developed the CRC staff in-service agenda with other leadership team members 2012-present
- Coordinate and execute special community fitness events such as the Youth Triathlon and Get Fit
- Coordinate and execute member engagement programs such as the Indoor Triathlon, El Toro challenge, TRX 40/40 challenge and March Madness
- Developed a working relationship with both city of Morgan Hill and YMCA maintenance teams to ensure quick and timely response to any issues that arise in the fitness center, group fitness studio or with the equipment on the fitness floor and group fitness studio

Company Name City , State Health and Wellness Coordinator 10/2012 to 05/2015

- Oversee 17 direct reports and the day to day operations in the fitness center
- Prepare monthly calendar scheduling for wellness coaches shifts and monthly calendar scheduling for wellness appointments for members
- Track and maintain coaches hours in ADP
- Track all wellness coaches end of shift reports, member engagement, wellness appointment percentages and wellness coaches FitLinx triggers
- Develop and grow wellness coaches by successfully preparing and tracking goals for each wellness coach and provide training and leadership for each wellness coach
- Work closely with the Health and Wellness Director with the fitness department budget, research and purchase minor expenses and maintenance for the fitness center and manage expense reports
- Created and implemented the CRC Youth calendar and oversee Mini Me and Youth Fitness activities
- Coordinate and execute programs and projects as assigned
- Conduct phone screening and interview candidates for wellness coach positions
- Conduct auditions for Zumba and UJamm candidates for group fitness
- Successfully participate as staff campaign liaison between all group fitness staff and exempt staff for the past 3 years
- Volunteer and assist with the YMCA Annual Giving Campaign for the past 3 years
- Work and collaborate with leadership team regarding the SEER survey to deepen member satisfaction and connections
- Created and developed the CRC staff in-service agenda with other leadership team members for the past 2 years
- Coordinate and execute special community fitness events such as the Youth Triathlon and Get Fit
- Coordinate and execute member engagement programs such as the Indoor Triathlon, El Toro challenge, TRX 40/40 challenge and March Madness
- Actively participate in the Health and Wellness cabinet with all 11 branches of the association
- Developed a working relationship with Danny and Fred to ensure quick and timely response to any issues that arise in the fitness center or with the equipment on the fitness floor
- Work with and assist Health and Wellness Director with group exercise tasks as needed: sub list, group fitness class schedule, auditions and communication with instructors.

Company Name City , State Group Fitness Instructor 10/2010 to Current

- Cultivate positive relationships with participants by interacting with them during group fitness classes.
- Explain the use of exercise equipment to all participants, prioritizing safety at all times.
- Greet all members in a professional and friendly manner.
- Develop safe and effective exercise programs for all members.
- Assess individual progress and suggested appropriate changes.
- Immediately report any damaged or broken equipment.
- Teach a variety of group exercise classes, including Kick Boxing, Turbo Kick, Pilates, Body Pump, TRX, RIP, Step, Boot Camp, Zumba, Zumba Kids and Zumba Gold.
- Explain exercise modifications to participants with a history of injury.

Company Name City , State Manager 04/2001 to 07/2010

- Performed all scheduling of staff Prepared and executed all payroll and commission of staff

- Prepared and tracked all inventory and sales of merchandise Provide training and leadership for staff
- Prepared and executed all cash, checks and credits paid for deposit
- Researched and purchased all equipment and parts
- Conducted phone screenings and interviews for all new hires Acted as liaison between employees and CEO
- Prepared and conducted all staff meetings
- Worked with the city of Nampa with Chamber of Commerce events.

#### Education

Bachelor of Arts : Liberal Arts 2003 Northwest Nazarene University , City , State Liberal Arts Credentials

- CPR, First Aid and AED
- YMCA Diabetes Prevention Program
- YMCA Child Abuse Prevention
- FitLinxx
- Various group fitness certifications