



Development & Membership For All Coordinator

Position Summary

The Development & Membership for All Coordinator supports the YMCA of Alaska's mission by maintaining and growing the Y's Membership for All and scholarship program across membership, childcare, youth sports, aquatics, medical and wellness programs, and other YMCA services. The YMCA currently provides more than \$500,000 annually in scholarships and financial support to help ensure cost is not a barrier to participation.

This position serves as the primary point of contact for Membership for All applicants and scholarship recipients, reviewing and verifying applications, approving awards according to YMCA guidelines, and helping individuals and families understand how their assistance can be used throughout the Y. The coordinator will proactively connect families to programs, registration opportunities, and YMCA services, helping increase participation, strengthen member relationships, and support membership growth.

As part of an Advancement team this role will also support community outreach, events, communications, and engagement efforts for a growing YMCA serving more than 10,000 members.

Qualifications

- High school diploma or equivalent required; college degree not required.
- Experience in customer service, office administration, nonprofit work, membership services, community outreach, or a related area preferred.
- Excellent verbal and written communication skills with a strong comfort level communicating by phone, email, and text.
- Friendly, outgoing, and service-oriented with the ability to build relationships with members, families, staff, and community partners.
- Strong organization, attention to detail, and ability to manage confidential information.
- Comfortable using computers, web-based systems, Microsoft Office, and learning new technology.
- Basic Canva experience preferred or willingness to learn.
- Ability to work independently in a primarily remote environment while collaborating effectively with multiple YMCA departments.
- Ability to manage multiple priorities, follow through on assignments, and provide consistently high-quality customer service.
- Reliable transportation for occasional meetings, community events, and outreach activities.



Compensation & Benefits

- Pay: \$20.00–\$25.00 per hour, depending on experience.
- Free YMCA family membership for the employee and eligible household members.
- Discounted YMCA programs and childcare.
- Flexible, primarily remote schedule (15–20 hours per week).
- YMCA-provided laptop and cell phone.
- Opportunities for professional development and community engagement.
- Meaningful work helping Alaska families access YMCA programs and services.

Essential Functions

- Manage the YMCA of Alaska's Membership for All and scholarship program across membership, childcare, sports, aquatics, medical and wellness programs, and other eligible services, including receiving applications, verifying documentation, determining awards according to established guidelines, and maintaining accurate and confidential records.
- Serve as the primary point of contact for financial assistance applicants, personally communicating awards, answering questions, assisting with registration when needed, and ensuring families understand how their approved discount applies across eligible YMCA programs.
- Proactively engage Membership for All recipients with relevant YMCA opportunities, including upcoming swim lessons, youth sports, childcare, wellness programs, and other services, helping increase participation, membership engagement, and retention.
- Work collaboratively with Membership, Childcare, Sports, Aquatics, Wellness, and other departments to ensure financial assistance is applied consistently and families receive accurate, timely information.
- Track financial assistance awards, participation, renewals, and trends; provide reports and information that help the YMCA evaluate community need, program utilization, and opportunities for membership and program growth.
- Support Advancement and community engagement efforts through outreach, membership communication, community events, resource fairs, tabling opportunities, and other initiatives designed to increase awareness of YMCA programs and financial assistance.
- Assist with simple outreach materials, email or text communications, and Canva graphics promoting programs and opportunities to YMCA members and financial assistance recipients.
- Maintain a welcoming, responsive, and service-focused experience while protecting the confidentiality and dignity of every individual and family seeking assistance.
- Participate in occasional staff and department meetings, YMCA events, and association-wide projects, and perform other duties as assigned.



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Work Environment & Physical Demands

- This is a primarily remote, part-time position averaging approximately 15–20 hours per week, with occasional in-person meetings, trainings, community events, and outreach activities.
- YMCA of Alaska will provide a laptop and cell phone for work-related use.
- The employee will regularly use a computer and phone for extended periods and communicate with members, families, staff, and community partners.
- The employee may occasionally be required to stand, walk, set up outreach materials, and lift or move supplies associated with community events.
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Please email your resume and completed [application](#) to cyrese@ymcaalaska.org