

Position/Title: Sales Manager
Job Classification: Full Time Salary

Qualifications:

- Sales experience strongly preferred
- Must be able to work with people
- Strong interpersonal skills
- Strong computer skills
- Must be committed to and support the YWCA's mission statement.

Description of the Position:

YWCA Greater Newburyport offers a wide range of programs to its members. The purpose of this position is to increase sales of all programs including wellness, aquatics, child care and school age child care to anyone who walks through the doors. The Sales Manager will work closely with the program directors to design and implement strategies that will increase the flow of potential new members which will result in increased sales of all programs.

Duties
Sales

- Serve as the primary sales representative with primary responsibility to sell all YWCA programs.
- Develop strategies to successfully increase sales of all programs.
- Working with program directors develop campaigns to promote YWCA programs.
- Develop strategies to use existing data to increase sales across departments.
- Work with department heads to develop necessary promotional material.

Membership

- Perform all the duties of a membership staff including greeting members, processing applications and staffing the membership desk.
- Supervise all aspects of the membership desk including staffing, training, paperwork processing, and general customer service.
- Train membership staff in membership procedures and customer service techniques that will increase sales, retain members while retaining the values of the YWCA.
- Develop strategies to use technology to improve the customer service experience.
- Assist members with Community Pass.
- Coordinate with all other departments to ensure membership desk has current program information and membership staff are properly trained in order to increase sales of programs.
- Develop and implement tracking tools for sales, retention, credit card declines, and performance.
- Manage all aspects of the wellness and aquatics scholarship program.

Billing

- Work with the fiscal department to ensure billing for wellness, aquatics, school age child care and pre school child care is properly managed through Community Pass
- Manage and oversee all aspects of program enrollment and billing, including credit card transaction follow up.

General

- Utilize the resources of the membership desk to support the special projects of other departments including bulk mailing, housing applications filing, and similar projects which arise from time to time.
- Maintain good communication with all YWCA departments to ensure Membership Staff can answer customer questions.
- Coordinate with Facilities Manager regarding maintenance issues.
- When necessary perform custodial functions to ensure a clean and healthy facility.
- Order all office materials for the main campus.
- Insure POS items are properly stocked and communicate with appropriate department when inventory runs low.
- Promote the values and mission of the YWCA in all interactions with members and staff.
- Other duties as assigned.