



POSITION TITLE

DIRECTOR OF MEMBERSHIP EXPERIENCE

SUPERVISOR

IMPACT Percussion
Director of Operations

TIER LEVEL

Tier 1 Staff

STATUS

Part-time/seasonal

SEASONAL STIPEND RANGE

\$1,000 - \$2,000 / season. Depends on Experience and Qualifications

ABOUT IMPACT PERCUSSION

Formed in 2014, IMPACT Percussion is a competitive percussion ensemble from Kennewick, WA serving youth ages 14 – 22. Youth in IMPACT learn life skills through a highly educational, challenging, and rewarding marching arts program. IMPACT Percussion is an Independent Open WGI ensemble, competing at local WGI Regional events, at NWAPA shows across the Pacific Northwest, and at the WGI Percussion World Championships in Dayton, OH. IMPACT Percussion’s season typically starts each year in late September, and the season runs through mid-late April.

POSITION SUMMARY & KEY RESPONSIBILITIES

Under the supervision of the IMPACT Percussion Director of Operations, the Director of Membership Experience is responsible for a variety of work to ensure a safe, successful, and sustainable season for all members. Specifically, the Director of Operations will be responsible for:

- Conducting regular one-on-one check-in meetings with all members multiple times throughout the season
- Working with members to ensure all fees are paid
- Organizing guest speaker visits and member development sessions for all members
- Communicate member feedback to Director of Operations and staff as appropriate
- Conducting regular safety audits to ensure member safety
- Being an advocate for members when appropriate
- Assist the Director of Operations in creating high level schedules for all rehearsals, competitions, and events
- Assist the Director of Operations in securing housing, transportation, food, and other logistical pieces for competitions weekends
- Assist the Director of Operations in securing rehearsal and camp locations and facilities
- Additional duties as assigned

QUALIFICATIONS

- Minimum of two years experience working with youth. Experience working with WGI or DCI groups a plus.
- 21 years of age or older.
- Strong communication skills in person, through email, text / Slack, and over the phone.
- Ability to remain poised, positive, and energetic in a busy, high stakes work environment.
- Ability to plan and manage multiple tasks and to develop solutions to problems.
- Ability to think on your feet and adjust as plans change.
- High attention to detail.
- Be available most weekends between September – April. Be available to travel to Dayton, OH for a week mid-April.
- CPR/First Aid certified.
- Be able to lift 40 lbs.

APPLICATION PROCESS

Please submit a cover letter and resume to josh.peterson@greatclubs.org. Position will close as filled.

IMPACT Percussion is an Equal Opportunity Employer.

