



# JOIN OUR TEAM!

**DEPARTMENT/POSITION:** Member Services/Member Services Specialist

**NUMBER OF OPENINGS:** 1

**Hiring Status:** Immediate

## ABOUT THE Y

At the Y, we work hard but have fun doing it! The Y is about youth development, healthy living and social responsibility. Employees describe working at the Y as family-friendly, supportive, welcoming, fast-paced, and meaningful. The Y is more than just a job; we are a cause to embrace, designed to serve our community. We are conveniently located within blocks of downtown Stevens Point, UW-Stevens Point, and Mid-State Technical College.



## POSITION RESPONSIBILITIES

Share your enthusiasm and customer-focused work with our Members by providing timely and accurate information to members and guests. Assist Member Services Director in creating and implementing member-focused policies and procedures. Facilitate training while providing leadership to Member Services Associates. Process accurate day to day operations such as registrations, sales, and refunds.

## Skills

Established history of positive customer service experience. Skilled in use of Microsoft Office. Proactive in seeking answers to member and guest inquiries. Consistently displays our core values: Caring, Respect, Responsibility, and Honesty.

## Competencies

- Ability to thrive in a fast paced environment
- Comfortable managing multiple tasks simultaneously
- Strong communication skills, with a "listen-first" mentality
- Willingness to help others – members, guests, and coworkers

## Certifications

CPR/AED/First Aid certification within 60 days of employment – Class fees and wages during certification are covered!

## Schedule

40 hours per week, mostly afternoon and evenings, with occasional weekends. Shifts are flexible, with a goal of consistency.

## Benefits

\$10.00-12.00 per hour, depending on experience and qualifications. Also includes:

- Fully paid YMCA Family Membership – including discounts on program fees, certification, and on-site childcare rates
- Ongoing training
- Free parking
- Life, Medical, Dental, Disability Insurance
- Retirement contribution
- Flexible-Spending Account
- Generous Paid Time-Off

## HOW TO APPLY

A fully completed Stevens Point Area YMCA Employment Application is required. Applications are available at the Member Services desk or online at [www.spymca.org](http://www.spymca.org), JOBS tab.

## INQUIRIES

Contact Uyvonne Schneider, Human Resources Assistant, at [uschneider@spymca.org](mailto:uschneider@spymca.org) or 715-952-9374.

## STEVENS POINT AREA YMCA

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