



# JOIN OUR TEAM!

## DEPARTMENT /POSITION

Member Services/Member Services Associate

## NUMBER OF OPENINGS

Multiple

## HIRING STATUS

Immediate



## POSITION RESPONSIBILITIES

As the first point of contact entering the Y, your most important responsibility is to create a positive impression. This is accomplished by providing superior customer service—the key to which is building relationships. Greet all who enter, using member names, respond to inquiries (walk-in, telephone), handle cash transactions, create membership cards, assist with laundry, maintain front desk environment, and provide administrative support to Member Services and other departments as needed.

## PRIMARY QUALIFICATIONS

### Skills:

You must have previous customer service experience with a stable work history. You must be proficient in the use of software systems. You must be skilled in remembering information and seeking answers when response is unknown.

### Competencies:

Most important, you must enjoy interacting with people in a busy environment. You must possess an attitude of helpfulness and be able to multitask. Other critical competencies include the ability to consistently and positively interact with customers and coworkers, work effectively with limited supervision, and be a team player. You must have strong communication skills, with the ability to listen first. You must exhibit the Y core values of respect, responsibility, honesty and caring.

## SCHEDULE

Variety of shifts available

## WAGE

Starting at \$9.00 per hour. Includes fully paid YMCA adult membership.

## 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--with emphasis on the core values of respect, responsibility, honesty and caring. Employees describe working at the Y as family-friendly, supportive, welcoming, team atmosphere, fast-paced, and meaningful. The Y offers more than just a job; it offers a cause to embrace. We are conveniently located within blocks of Downtown Stevens Point and UW-Stevens Point.

## HOW TO APPLY

A fully completed Stevens Point Area YMCA Employment Application is required. If you are a student, a school schedule is also 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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