



JOIN OUR TEAM!

DEPARTMENT /POSITION

Member Services/Member Services Lead Associate

NUMBER OF OPENINGS

1

HIRING STATUS

Immediate

POSITION RESPONSIBILITIES

This position is responsible for providing a high level of customer service to all YMCA members, program participants, and guests. Position is also responsible for facilitation and training of all new Member Services employees, responding to inquiries (walk-in, telephone), handling cash transactions, creating membership cards, assisting with laundry, and providing 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.

Certifications:

CPR/AED/First Aid certification within 60 days of employment

SCHEDULE

20-29 hours per week, mostly afternoon and evenings, with rotating weekends.

WAGE

\$9.20 - \$10.30 per hour, depending on experience and qualifications. 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, JOBS tab.

INQUIRIES

Contact Uyvonne Schneider, Human Resources Assistant, at uschneider@spymca.org or 715-952-9374.

STEVENS POINT AREA YMCA

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