



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

Part time or full time available. Shifts are flexible, with a goal of consistency.

Benefits

Rate of pay is based on full time or part time status, experience and qualifications. Full time employment also includes:

- Fully paid YMCA 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 [here](#).

INQUIRIES

Contact BreAnn Constantineau, Member Services Director, at 715-952-9363.

STEVENS POINT AREA YMCA

1000 Division Street, Stevens Point WI 54481

P 715 342 2980 F 715 342 2987 www.spyymca.org