



WORK AT THE Y

Member Experience Director

FULL-TIME/EXEMPT

Salary Range: \$50,000 – \$65,000/year

An exciting and impactful opportunity at the YMCA! Change lives and create impact while being a senior leader at the Y. The Member Experience Director is responsible for providing leadership and strategic direction for both Member Services and Wellness programming at the YMCA. This role ensures a high-quality, mission-aligned experience from the front desk to the fitness floor by overseeing member engagement, customer service, wellness programming (including group exercise, personal training, and fitness center operations), and staff development. The director works to grow membership, increase member retention, and build a culture of health, belonging, and community.

QUALIFICATIONS AND CERTIFICATIONS:

- Bachelor's degree in exercise science, recreation, business, or a related field preferred.
- Minimum 3–5 years of leadership experience in membership, customer service, fitness/wellness programming, or YMCA operations.
- Strong supervisory skills with the ability to coach and develop high-performing teams.
- Excellent communication, organization, and customer service skills.
- Experience with group exercise programming, personal training services, and wellness trends.
- Familiarity with membership software and scheduling systems.
- CPR/AED and First Aid certification (or ability to obtain within 60 days).
- Commitment to the YMCA's mission and core values.
- Provide strategic leadership and daily management of member services and wellness programs, including staff supervision, operations, budgeting, and compliance.
- Enhance member experience and retention through engaging programs, cross-department collaboration, community outreach, and continuous improvement.



APPLICATION DEADLINE:
Monday, November 3rd, 2025

HOW TO APPLY:

Interested applicants should submit a cover letter and resume to:
rzietlow@spymca.org

The Stevens Point Area YMCA is an equal opportunity employer functioning under an Affirmative Action Plan.

FREE Family Membership

Paid Holidays

Full Benefit Package

Child Care and Program Discounts

Y Retirement and Retirement Savings Account

Inclusive Work Environment

Supportive Community