



# WORK AT THE Y

## Member Services Associate

**PART-TIME/FULL TIME**

**\$10.17/hour**

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. Shifts are flexible, with a goal of consistency.

### QUALIFICATIONS:

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

### CERTIFICATIONS:

- CPR certification within 60 days of hire.



### HOW TO APPLY:

A fully completed Stevens Point Area YMCA Employment Application is required. Scan the QR code to apply online or stop by the Member Services desk for a paper application.

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

**FREE  
Y Membership**

**Flexible  
Schedule**

**Discounts on Y  
programs and  
Child Care**

**Internship  
Credit/Work  
Experience**

**Y Retirement  
Savings Account**

**Supportive  
Community**

**Inclusive Work  
Environment**