



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

MARSHFIELD AREA YMCA, INC.

Job Description

Job Title: **Member Engagement Staff**

Class: **Part-Time; Hourly**

Job Location: **YMCA-Marshfield Center, 410 W McMillan St, Marshfield, WI**

Reports to: **Membership Coordinator**

Hourly Wage Range: **\$11.97-\$14.96**

BENEFITS OF WORKING WITH THE YMCA:

- Free YMCA facility membership (a value of over \$974)
- Professional Development through Y-USA's learning & development programs
- YMCA Child Care discounts (based on availability in Child Care Program)
- YMCA Program discounts

POSITION SUMMARY:

Under the direction of the Member Engagement Coordinator, the Member Engagement staff supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The Member Engagement Staff maintains a supportive, positive atmosphere that welcomes and respects all individuals. The Member Engagement Staff responds to member and guest needs and promotes memberships and programs.

QUALIFICATIONS:

- Must be 16 years of age or older.
- Must have a flexible schedule including some evenings and weekends.
- Ability to communicate effectively with supervisor, staff, members, guests, and participants.
- Computer and cash handling experience helpful.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Excellent interpersonal and problem-solving skills.

ESSENTIAL FUNCTIONS:

- Punctual for all shifts, appointments and attend all staff meetings and trainings.
- Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention. Maintains cleanliness and organization of the Welcome Center and Member Lounge.
- Conducts tours responsive to the needs of prospective members; sells and processes memberships.
- Develops and maintains positive relationships with members, staff and volunteers and helps members connect with one another and the Y.
- Serves others by intentionally welcoming and supporting members and responds to their individual needs.
- Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.



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- Applies all YMCA guidelines and policies dealing with membership engagement.
- May monitor the locker rooms as required.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee may occasionally lift and/or move up to 50 pounds.

All offers for employment with the Marshfield Area YMCA, Inc. are contingent upon the candidate having successfully completed a criminal background check. We will consider people with criminal histories in a manner consistent with the requirements of applicable local, state, and Federal laws.

The Marshfield Area YMCA, Inc. is an Equal Opportunity Employer committed to valuing diversity and practicing inclusion.

We provide our employees with a robust employee benefits plan that focuses on the mental and physical wellness of our team. We strive to offer a flexible work environment that allows our team members to be productive in both their work and home lives.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment.