



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

MARSHFIELD AREA YMCA, INC. Job Description

Job Title: **Member Experience Supervisor – PM Shift**

Class: **Full-time; Hourly** Hourly Wage Range: **\$16.00-\$22.00/hour**

Job Location: **Marshfield Clinic Health System YMCA-Marshfield Center**
410 W McMillan St, Marshfield WI, 54449

Reports to: **Director of Member Experience & Community Outreach**

WHY JOIN THE YMCA TEAM:

When you work for the YMCA, you're part of a cause-driven organization committed to strengthening community and supporting personal growth. We're proud to offer a comprehensive benefits package that supports your health, well-being, and professional success:

- Comprehensive medical, dental, and vision coverage, plus life insurance and mental health resources
- Complimentary YMCA membership (a \$1,000+ annual value)
- Retirement plan with employer contributions (upon eligibility)
- Generous paid time off and holiday pay
- Professional development through Y-USA's national learning programs
- Discounts on YMCA Child Care (subject to availability)
- Reduced rates for YMCA programs

POSITION SUMMARY:

At the Marshfield Clinic Health System YMCA, we believe every interaction is an opportunity to create belonging. The PM Member Experience Supervisor plays a key role in ensuring members and families experience a welcoming, safe, and supportive environment during afternoon and evening hours.

This role provides leadership to the frontline member services team during high-traffic periods, ensuring the Welcome Center operates smoothly and members receive outstanding service. The PM Member Experience Supervisor helps maintain a positive atmosphere throughout the facility, supports staff during peak activity times, and helps ensure a consistent and high-quality member experience.

Working closely with the Director of Member Experience & Community Outreach, this position supports daily operations, resolves member concerns, and helps guide staff in delivering exceptional service aligned with the YMCA's mission and values.

SCHEDULE:

This position is scheduled Monday-Friday from 12:30 pm – 8:30 pm., with occasional weekend coverage as needed.



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QUALIFICATIONS & EXPERIENCE:

- Minimum age of 18 years.
- Prior experience in customer service, hospitality, or membership-based organizations preferred.
- Previous leadership, supervisory, or team lead experience preferred.
- Customer-focused individual who excels at multitasking and maintaining a welcoming, efficient service environment.
- Strong interpersonal and communication skills with the ability to build relationships with members, staff, and guests.
- Ability to remain calm and solution-oriented in fast-paced environments.
- Strong organizational skills and attention to detail.
- Experience handling cash, point-of-sale systems, or membership management software preferred.
- Working knowledge of Microsoft Office or similar software.
- Willingness to obtain and maintain required YMCA certifications within the first 90 days, including CPR, AED, First Aid, Child Abuse Prevention, Bloodborne Pathogens, and Hazard Communication, and to participate in ongoing training and professional development.
- Spanish-speaking ability is a plus and supports our commitment to serving the full diversity of our community.

ESSENTIAL FUNCTIONS:

Leadership & Staff Support

- Provide leadership and supervision to Member Service Representatives during afternoon and evening operations.
- Support staff in delivering high-quality member service during peak hours.
- Provide coaching and support to staff when handling member questions or concerns.
- Assist with onboarding and training of frontline staff.

Member Experience & Service

- Ensure members and guests are greeted warmly and receive prompt, professional service.
- Respond to member questions, concerns, and service recovery situations with professionalism and empathy.
- Foster a welcoming and inclusive atmosphere that reflects YMCA values.
- Help members navigate programs, services, and facility offerings.

Operations & Facility Coordination

- Monitor Welcome Center operations during peak afternoon hours.
- Assist with membership transactions, program registrations, and general facility information.
- Ensure proper procedures are followed for closing operations and daily financial reconciliation.
- Maintain a welcoming, organized, and safe lobby environment.

Communication & Collaboration

- Communicate important operational information to the Director and other supervisors.
- Coordinate with program departments to support member needs and facility flow.
- Document incidents, member concerns, or operational issues as appropriate.



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SUCCESS IN THIS ROLE LOOKS LIKE:

- Afternoon and evening members and families experience a welcoming and well-organized environment.
- The Welcome Center operates efficiently during peak hours with strong staff coordination.
- Staff feel supported and confident handling busy family traffic and member inquiries.
- Member concerns are addressed calmly and professionally, creating positive service recovery moments.
- Closing procedures are completed accurately and consistently.
- Members leave the facility feeling valued and connected to the YMCA community.

WORKING CONDITIONS & ENVIRONMENT:

- Ability to remain at the Welcome Center service area for extended periods while assisting members and guests, with or without reasonable accommodation.
- Frequent interaction with members, guests, and staff in a busy and dynamic facility environment.
- Ability to operate standard office and membership management equipment, including computers, phones, and point-of-sale systems.
- Ability to move about the facility as needed to assist members, communicate with staff, and support daily operations.
- Ability to occasionally lift, move, or transport items up to approximately 25 pounds, with or without reasonable accommodation.
- Work environment may include moderate noise levels and periods of high member traffic.
- Must be able to multitask, prioritize responsibilities, and maintain a positive service-focused demeanor in a fast-paced environment.

APPLICATION PROCESS:

Interested applicants are invited to submit a YMCA employment application by Friday, April 10, 2026 to Rochelle Hill, VP of Mission Advancement or email to rhill@mfldymca.org. Please indicate position applying for in the subject line of your email.

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.