



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

MARSHFIELD AREA YMCA, INC. Job Description

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

Class: **Part-time; Hourly** Hourly Wage: **\$20.00/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. While part-time positions are not eligible for full-time benefits, YMCA team members still enjoy meaningful perks and opportunities:

- Complimentary YMCA membership (a \$1,000+ annual value)
- Professional development through Y-USA's national learning programs
- Discounts on YMCA Child Care (subject to availability)
- Reduced rates for YMCA programs

At the YMCA, every role contributes to building a welcoming community where people of all ages and backgrounds can grow, connect, and thrive.

POSITION SUMMARY:

At the Marshfield Clinic Health System YMCA, we believe every interaction is an opportunity to create belonging. The Weekend Member Experience Supervisor is a part-time leadership role responsible for overseeing Welcome Center operations and supporting the member services team during weekend hours.

This role helps ensure members, guests, and program participants experience a welcoming, organized, and positive environment whenever they visit the Y. The Weekend Member Experience Supervisor provides leadership to frontline staff, supports smooth facility operations, and helps maintain a consistent level of hospitality and service throughout the weekend.

Working closely with the Director of Member Experience & Community Outreach and weekday supervisors, this role helps ensure the YMCA experience remains welcoming, safe, and mission-driven. During weekend hours, the Weekend Member Experience Supervisor serves as the primary point of contact for Welcome Center operations.

SCHEDULE:

Weekend regular facility operating hours are: Saturday, 7 am-4 pm and Sunday, 8 am-4 pm.

Summer facility operating hours are: Saturday, 7 am-1 pm and Sunday, 8 am-1 pm. This position is scheduled Saturday and Sunday, with occasional weekday 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 and problem-solving skills.
- Experience handling cash, point-of-sale systems, or membership management software preferred.
- Working knowledge of Microsoft Office or similar software.
- Ability to reliably work a consistent weekend schedule.
- 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 supervision and guidance to Member Service Representatives during weekend shifts.
- Ensure staff deliver welcoming, professional, and consistent service to all members and guests.
- Offer real-time coaching and support to staff during busy periods or challenging situations.
- Model YMCA values and service standards through daily interactions with members and staff.

Member Experience & Service

- Ensure members and guests are greeted warmly and assisted promptly upon arrival.
- Respond to member questions, concerns, or service recovery situations with professionalism and empathy.
- Help members connect with YMCA programs, services, and resources.
- Foster an inclusive and welcoming environment that reflects the YMCA's commitment to belonging and community.

Operations & Facility Coordination

- Oversee Welcome Center operations during weekend hours to ensure efficient and organized service.
- Assist with membership transactions, program registrations, and general facility information.
- Monitor facility traffic and support staff during peak activity periods.
- Ensure accurate handling of financial transactions and adherence to YMCA procedures.
- Maintain a clean, organized, and welcoming lobby environment.

Communication & Coordination

- Document and communicate important weekend incidents, member feedback, or operational concerns.
- Share updates with the Director of Member Experience & Community Outreach and weekday supervisors to support continuity of operations.
- Coordinate with other departments as needed to assist members and support weekend programs and activities.



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SUCCESS IN THIS ROLE LOOKS LIKE:

- Members and guests consistently feel welcomed, supported, and valued during weekend visits.
- Weekend operations run smoothly with clear leadership and strong staff coordination.
- Member Service Representatives feel confident, prepared, and supported throughout their shifts.
- Member questions and concerns are addressed quickly and professionally.
- The Welcome Center remains organized, welcoming, and efficient during busy program times.
- Communication between weekend staff and weekday leadership helps maintain consistency in service and operations.

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.