



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

## **MARSHFIELD AREA YMCA, INC. Job Description**

Job Title: **Member Services Representative**      Class: **Part-Time; Hourly**

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

Reports to: **Director of Member Experience & Community Outreach**      Hourly Wage Range: **\$12.75-\$20.57**

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### **BENEFITS OF WORKING WITH THE YMCA:**

- Free YMCA facility membership (a value of over \$1,000)
- 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:**

At the Marshfield Clinic Health System YMCA, we believe every interaction is an opportunity to create belonging. The Member Services Representative plays a vital frontline role in creating a welcoming, safe, and supportive environment for members, guests, and the community.

This position is responsible for delivering exceptional customer service at the Welcome Center, supporting membership operations, and helping ensure every individual feels valued and connected to the YMCA. Working closely with the Member Experience Supervisor and Director of Member Experience & Community Outreach, this role supports daily operations and contributes to a consistent, high-quality member experience.

### **QUALIFICATIONS & EXPERIENCE:**

- Minimum age of 18.
- Prior experience in customer service, hospitality, or a membership-based environment preferred.
- Strong interpersonal and communication skills with the ability to create positive interactions with members and guests.
- Ability to multitask and remain organized in a fast-paced, people-focused environment.
- Basic computer skills and ability to learn membership management or CRM systems.
- Ability to handle cash transactions accurately and responsibly.
- Dependable, punctual, and able to work both independently and as part of a team.
- Willingness to work a flexible schedule, including mornings or afternoons or evenings and weekends.
- 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.
- Spanish-speaking ability is a plus and supports our commitment to serving the full diversity of our community.



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## **ESSENTIAL FUNCTIONS:**

### **Member Experience & Service**

- Greet members, guests, and program participants in a friendly, professional, and welcoming manner.
- Create a positive and inclusive environment that reflects the YMCA's mission and values.
- Build relationships with members to support engagement, satisfaction, and retention.
- Respond to questions and concerns with professionalism and escalate issues to a supervisor when needed.

### **Membership Operations**

- Process memberships, program registrations, and account updates accurately and efficiently.
- Handle payments, billing inquiries, and general account support in accordance with YMCA procedures.
- Maintain confidentiality of member information and ensure accuracy of data entry.
- Provide clear and helpful information about programs, services, and facility use.

### **Frontline Operations & Facility Support**

- Maintain a clean, organized, and welcoming Welcome Center and lobby environment.
- Follow established procedures for opening and closing shifts as assigned.
- Monitor facility access and follow safety and security protocols.
- Support smooth daily operations by communicating effectively with supervisors and team members.

### **Team Support & YMCA Culture**

- Work collaboratively with Member Experience Supervisors and team members to ensure consistent service delivery.
- Participate in staff meetings, trainings, and ongoing professional development.
- Model YMCA values in all interactions with members, staff, and the community.

## **SUCCESS IN THIS ROLE LOOKS LIKE:**

- Members and guests are greeted promptly and feel welcomed upon arrival.
- The Welcome Center operates smoothly with accurate and efficient service.
- Member questions and needs are addressed in a friendly and helpful manner.
- The facility entrance and lobby areas remain clean, organized, and inviting.
- Team members support one another to create a positive and consistent member experience.
- Members leave interactions feeling valued and connected to the YMCA community.

## **WORK ENVIRONMENT & PHYSICAL DEMANDS:**

- 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.



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- Ability to move about the facility as needed to assist members 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.

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.