



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

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

### **Job Description**

Job Title: **Member Services/ Front Desk**

FLSA Status: Volunteer

Reports to: Neillsville Center Director

Revision Date: 11/02/2021

Location: Neillsville Branch

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#### **POSITION SUMMARY**

Under the direction of the Member Engagement Director, the Member Service 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 Membership Representative at Marshfield Area YMCA (Neillsville location) maintains a supportive, positive atmosphere that welcomes and respects all individuals. The Membership Representative responds to member and guest needs and promotes memberships and programs.

#### **ESSENTIAL FUNCTIONS**

1. Responds to the individual needs of the other person.
2. 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 lobby area.
3. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
4. Develops and maintains positive relationships with volunteers and members and helps members connect with one another and the Y.
5. Serves others by intentionally welcoming, connecting, and supporting members, and inviting them to get involved and give back to the community.
6. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
7. Applies all YMCA policies dealing with member services.
8. May hand out locker keys and towels; may monitor the locker rooms as required.
9. Ability to relate effectively to diverse groups of people from all social and economic segments of our community.
10. Punctual for all shifts, appointments and attend all staff meetings and trainings.

#### **LEADERSHIP AND COMPETENCIES**

- Critical thinking and decision making
- Communication & influence
- Engaging community

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### **SKILLS AND QUALIFICATIONS**

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

### **WORK ENVIRONMENT AND 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 must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

### **HOW TO APPLY:**

A completed Marshfield Area YMCA Employment Application is required. Download application online or pick up an application at the YMCA. Inquiries? Contact Dianna Walter, Neillsville Center Site Director, at 715.743.2065 or [dwalter@mfldymca.org](mailto:dwalter@mfldymca.org).

**This job description represents the major functions of the job but is not intended to be all inclusive. The incumbent is also responsible for performing other duties as necessary for the Association success.**

### **SIGNATURE:**

I have reviewed and understand this job description.

\_\_\_\_\_  
**Employee Name (PRINT)**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

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