



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## FAMILY YMCA OF BLACK HAWK COUNTY

Job Title: **Member Experience Associate**

Status: Part-Time

Reports to: Membership Supervisor

Department: Membership

Revision Date: July 2020

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### OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger.

### POSITION SUMMARY:

We are seeking new additions to our team! Our Member Associates are vital to our member and new member experience. This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility.

### ESSENTIAL FUNCTIONS:

1. Provides outstanding customer service to our members as they reach their wellness goals.
2. Maintain a healthy environment for those who use our facility; mandatory cleaning and documentation for the continued safety and security as it relates to COVID-19 and communicable illnesses.
3. Follows YMCA policies, procedures, and responds to emergency situations.
4. Thinks, communicates and behaves as a cause-driven leader to promote the Y across departments.
5. Administrative duties; membership account management, answering phones, tours of the facility.
6. Willingness to assist other departments as needed.

### QUALIFICATIONS:

- Excellent interpersonal and problem solving skills.
- Ability to relate effectively and establish positive relationships with our diverse community.
- Previous customer service, sales or related experience preferred.
- Basic knowledge of computers.
- 30/60/90 Day Training Schedule for new hires.

### WORK ENVIRONMENT & PHYSICAL DEMANDS:

The physical demands described here are required to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to use a computer and/or smart device.
- Sit, reach, move around the environment, lift up to 10 lbs.
- 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.

**HOURLY RATE:** Starts at \$8.00/hr

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Please submit your cover letter, resume, and three references to:

**Lawrell Wenzel | Director of Membership and Marketing | [lwenzel@blackhawkymca.org](mailto:lwenzel@blackhawkymca.org)**  
Family YMCA of Black Hawk County | 669 South Hackett Road, Waterloo, IA 50701 | 319-233-3531