



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPPORTUNITY AWAITS

WORK AT THE Y!

MEMBER SUPPORT ASSOCIATES STURGEON BAY PROGRAM CENTER

Join the YMCA team as a Member Support Associate — where every day you'll help create a safe, positive, and welcoming experience for all!

As a Member Support Associate, you'll be out and about in the facility — greeting members, monitoring activity areas, ensuring safety, and making connections that reflect the Y's mission of

Join a cause-driven team that values caring, honesty, respect, and responsibility — and play a vital role in keeping our Y community strong and welcoming.

Starting Wage:

- \$12+ hourly, with FREE MEMBERSHIP and program discounts

Hours:

- Part-time
- Monday-Thursday 3:30-6:00pm

Must be at least 18 to apply.



Working at the Y, you'll **discover more than a job** — you'll enjoy a career with a future and the opportunity to **make a lasting difference** in the lives of those around you. If you are a person who wants more than just a job, who wants your efforts to have an impact on your community and who wants to work in a welcoming and positive environment, then you are someone we'd like to work with us.

Apply today and make a difference where it matters most — right here at the YMCA!

Please visit doorcountyyymca.org for a full job description, and a list of other opportunities or to download an application.

**FLEXIBLE
SCHEDULE**

**PROFESSIONAL
DEVELOPMENT**

**FREE
Y Membership**

**DISCOUNTS
ON Y
PROGRAMS**

IT'S FUN!

Be an integral part of two great community centered programs.

**BUILD
RESUME
SKILLS**

**CAUSE
DRIVEN**

Work with passionate people and help make our community a better place!

DOOR COUNTY YMCA | www.doorcountyyymca.org

Jackie & Steve Kane Program Center
3866 Gibraltar Road, Fish Creek, WI 54212
920-868-3660

Sturgeon Bay Program Center
1900 Michigan Street, Sturgeon Bay, WI 54235
920-743-4949



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DOOR COUNTY YMCA

Job Title: **Member Support Associates**

Job Code: SBCOV

FLSA Status: Part Time/Hourly

Job Grade: Grade 3

Reports to: Member Services Coordinator

Revision Date: 10/22/25

Leadership Level: Leader

Department: Member Services

POSITION SUMMARY:

The Member Support Associate plays a key role in supporting the mission of the YMCA—a nonprofit organization dedicated to youth development, healthy living, and social responsibility. Under the supervision of the Member Services Coordinator and in collaboration with Welcome Center staff, this position is responsible for maintaining a safe, welcoming environment for members and guests. Duties include facility oversight, rule enforcement, and providing exceptional customer service to enhance the overall member experience. All Member Support Associates are required to serve as Safety Responders.

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 beginning with you.

ESSENTIAL FUNCTIONS:

1. **Welcome Center & Member Support:**
Provide excellent service to members and guests. Assist with basic front desk tasks such as member check-ins, facility schedules, and phone support. Provide backup support and help with member tours.
2. **Communication:** Maintain active communication with front-line staff, being readily available to assist as needed. Communicate regularly with supervisor.
3. **Safety & Emergency Response:**
Serve as a trained Safety Responder; handle emergencies, administer first aid/CPR, and complete incident reports. Maintain current CPR certification; know and follow safety protocols.
4. **Facility Monitoring & Security:**
Conduct regular walkthroughs of the facility (and grounds) throughout shift, focusing on the gyms, wellness center, and hallways, enforcing rules and guiding behavior. Be where the action is - providing positive environment for all. Secure the facility at closing. Be aware of potential issues inside and outside the building.
5. **Policy Enforcement & Behavior Management:**
Promote a safe, respectful environment by consistently enforcing YMCA rules and addressing inappropriate behavior. Document behavioral incidents and disciplinary actions using established procedures and systems (e.g., Daxko).
6. **Program & Facility Support:**
May assist in organizing unstructured play opportunities for youth engagement. Set up rooms and equipment for programs, events, and rentals, as needed. Perform light cleaning tasks and ensure restrooms and common areas are stocked and maintained. Assist with snow removal as needed.
7. **Administrative & Organizational Duties:**
Use daily checklists, review shift communications, and attend required meetings and trainings.

DOOR COUNTY YMCA www.doorcountyyymca.org

STURGEON BAY PROGRAM CENTER 1900 Michigan Street, Sturgeon Bay, WI 54235 P (920) 743-4949 F (920) 743-8812
JACKIE AND STEVE KANE CENTER 3866 Gibraltar Road, Fish Creek, WI 54212 P (920) 868-3660 F (920) 868-9970

8. Professionalism & Representation:

Wear appropriate uniform, display name tag, and uphold the YMCA’s core values—**caring, honesty, respect,** and **responsibility**—in all interactions and responsibilities.

LEADERSHIP COMPETENCIES:

1. Communication & Influence
2. Critical Thinking & Decision Making
3. Emotional Maturity

QUALIFICATIONS:

1. High School degree or equivalent. Minimum age of 18.
2. Previous customer service or security experience preferred.
3. Exhibit motivation, excellent work ethic, and attention to detail, accuracy and problem solving abilities. This position requires initiative, drive and patience, as well as the ability to maintain a flexible schedule.
4. Must be capable of working well with YMCA members, participants, and staff to promote and achieve the mission and goals.
5. Excellent communication skills are required to carry out the daily responsibilities and to greet 100% of our customers.
6. Obtain CPR/AED for Professional Rescuers and First Aid Certificates within 90 days of hire; keep current.
7. Complete Child Abuse Prevention Training through the onboarding process/annually thereafter.
8. Complete New Employee Orientation within 30 days of your hire date.
9. Adhere to the Best Practices designated per position which can be found on the Staff Resource Portal.
10. Obtain Risk Management and Listen First training certifications through YMCA of the USA.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

1. 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.
2. Equipment preparation and safety inspection may be required, as well as heavy physical effort.

SIGNATURE:

I have reviewed and understand this job description.

Employee’s name

Employee’s signature

Today’s date: _____