

# Membership Services Associate



Location: Eau Claire Athletic Club (ECAC)

Job Type: Full-Time and Part-Time positions available

Reports To: Membership Services Lead

Compensation: Starting at \$17 per hour, with benefits available for full-time staff

## About ECAC

Eau Claire Athletic Club is dedicated to providing a premier fitness and wellness experience. Our team is committed to exceptional customer service, ensuring a welcoming and supportive environment for all members and guests.

## Position Overview

As a Membership Services Associate, you will be the first point of contact for members and guests, assisting with check-ins, program registrations, account inquiries, and general club information. You will play a key role in ensuring smooth day-to-day operations at the front desk and helping members make the most of their ECAC experience.

## Key Responsibilities

### 1. Member & Guest Services

- Greet and assist members and guests in a friendly and professional manner.
- Handle check-ins, guest passes, and general inquiries.
- Assist members with program and class registrations.
- Provide accurate information about club amenities, schedules, and policies.
- Address member concerns and questions, escalating issues when necessary.

### 2. Administrative & Operational Support

- Process payments for programs, services, and retail purchases.
- Maintain accurate member records and assist with account updates.
- Help organize club events and member engagement activities.
- Ensure the front desk area is organized, stocked, and welcoming.

### 3. Collaboration & Teamwork

- Work closely with fitness, programming, and guest services teams to provide seamless support for members.
- Assist in coordinating program registrations and waitlists.
- Provide feedback and insights to help improve member experience and club operations.

## Qualifications & Skills

- Previous experience in customer service, hospitality, or administrative roles preferred.
- Strong interpersonal and communication skills with a positive, team-oriented attitude.
- Ability to multi-task in a fast-paced environment.
- Comfortable using membership management software (experience with WellnessLiving is a plus).
- Availability to work flexible shifts, including evenings and weekends.

## Why Join ECAC?

- Be part of a welcoming and growing fitness community.
- Opportunities for growth and professional development.
- Competitive hourly pay, plus benefits for full-time employees.
- Work in a dynamic, health-focused environment with an amazing team.

If you enjoy helping people, staying organized, and being part of a positive team, we'd love to hear from you!