



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

THE FAMILY YMCA- JOB DESCRIPTION

Job Title:	Welcome Center Representative	Schedule:	Varied
Job Type:		Job Code:	03910103
FLSA Status:	Non Exempt	Pay Range:	\$11.50-\$13/hr, DOE
Reports to:	Member Services Director	Revision Date:	October 2021

POSITION SUMMARY:

The Welcome Center Representative, working as part of the Member Services Team, will deliver professional customer service, relationship building and sales skills to create a welcoming environment at the YMCA. Additionally, the WCR will provide in-depth information in regards to The Family YMCA, such as memberships, programs, activities, special events, etc. The WCR will assist with the attraction and retention of members; including the collection and processing of monetary transactions and information for members, participants and guests. The WCR will also exhibit the core values of caring, honesty, respect and responsibility in all aspects of their work with The Family YMCA.

ESSENTIAL FUNCTIONS & JOB DUTIES:

- Maintain a professional appearance and manner reflective of Y standards.
- Responsible for understanding all areas of registration including programs, childcare and membership
- Providing excellent customer service and sales for membership and other departments
- Verifying that all security check-in and check-out procedures are followed by every member and guest of the Y.
- Verifying that payment is received for all program classes
- Answering telephone in a timely, courteous, and positive manner
- Schedule court reservations, provide rental equipment and sell YMCA merchandise. Maintain an accurate inventory and record of daily transactions
- Providing accurate, helpful information to members and the public about membership, programs, classes and all other current events happening at our Y.
- Accurately and completely register customers for membership and/or programs, by inputting data in the computer, collecting the proper payment and verifying the accuracy of information on YMCA forms.
- Complete all opening, mid-shift and closing procedures as outlined on daily check lists. Report any discrepancies to supervisor.
- Providing excellent customer service by listening to the customer and asking appropriate questions
- Give tours of the facility to prospective members or other interested parties
- Managing customer concerns and reporting concerns to appropriate personnel
- Promoting the YMCA to prospective members and the community on a continual basis
- Educating and enforcing all rules and regulations of the YMCA to members, participants & guests
- Following all clean up and reporting procedures in the event of an accident/incident
- Keeping work areas safe, alerting a supervisor if risky or unsafe conditions exist
- Light housekeeping duties in order to ensure the cleanliness of the individuals work area and the membership department
- Uphold safety and Child Protection standards per Y policies
- Attend staff meetings and other meetings and trainings as required
- Perform other duties as assigned by the department supervisor or the CEO
- Must pass CPR/AED/1st Aid certification by an approved provider within 3 months from original date of hire and maintain while employed.
- Occasionally traveling for training may be required

PHYSICAL DEMANDS:

- Ability to perform essential clerical functions which may involve, but not limited to the following activities: standing for 4 hours or more, sitting, semi – reaching to full-reach overhead; crouching; kneeling; carrying, working in narrow and/or confining spaces; twisting of the waist, shoulders, and legs;
- Lift 25 pounds using proper technique
- Must have adequate vision to effectively review documents in varied formats i.e....paper and digital
- Must have adequate hearing to respond to members and interact with the public.
- Must have legible handwriting so that written materials can be easily understood by those reviewing.
- Ability to read and interpret instructions, procedures, manuals, and other documents.
- Must be able to work in an environment with high levels of activity and moderate to high noise levels
- Drug Free as outlined in the Y's Substance/Alcohol Abuse and Testing Policy

JOB QUALIFICATIONS:

EDUCATION:

HS Diploma or GED Required

KNOWLEDGE/EXPERIENCE:

Must have the ability to demonstrate and/or show competency in the following areas:

- Prioritizing tasks in order of importance.
- Providing positive customer service.
- Ability to work independently.
- Following specific instructions consistently and independently
- Work a flexible schedule to meet Y staffing/planning needs.
- Exercising mature judgment and sound decision making.
- Communicating effectively both orally and in writing.
- Learning, following and enforcing local Y and national guidelines related to internal policies.

PROFESSIONAL EXPECTATIONS:

The Welcome Center Representative will present a competent and positive image of The Family YMCA through the professional and safe coordination of all custodial duties, quantified by completion of the key areas of responsibility and continuous improvement of the systems.

In addition the Welcome Center Representative will exhibit and represent behaviors consistent with the expectations within the YMCA competency guidelines listed below:

- Accepts and demonstrates the Y's values.
- Demonstrates a desire to serve others and fulfill community needs.
- Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Builds rapport and relates well to others.
- Makes sound judgments, and transfers learning from one situation to another.
- Embraces new approaches and discovers ideas to create a better member experience.
- Strives to meet or exceed goals and deliver a high-value experience for members.
- Pursues self-development that enhances job performance.
- Demonstrates an openness to change, and seeks opportunities in the change process.

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.

COMPENSATION:

Personnel policy governs work conditions and benefits. The first 90 days of employment are considered a trial period at which time performance will be evaluated by the Membership director.

JOB DESCRIPTION REVIEWED AND UNDERSTOOD:

I have read my job description and understand my responsibilities. I also understand that the YMCA cannot guarantee my employment and that the YMCA can change wages, benefits and conditions of employment at any time.

Employee Signature: _____ Date: _____