



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

## **POSITION DESCRIPTION**

Position Title: Welcome Center Staff- Part Time  
Reports To: Membership/Marketing Director  
Date: 3.1.22  
Status: Part Time Hourly includes evenings and weekends, not to exceed 29 hours  
Hours: M-F 5am-8pm (usually , Saturdays 7am-6pm  
Wage: \$9.00

Incumbent:

This is to inform you that you will be on a probationary time trial for 90 days.

### **General Function**

Under the supervision of the Membership/Marketing Director, the Welcome Center Staff will provide enthusiastic, courteous, and timely service to all persons using the YMCA facility upon opening. The Welcome Center Staff will respond to member and guest needs, promote memberships and programs and maintain cleanliness and organization of the lobby area.

### **Know How**

This position requires understanding as well as commitment to the Mission and Philosophy of the YMCA. Basic computer and secretarial skills are a must. Any candidate will need to be self motivated and independent. An exceptional understanding of member service needs is necessary to be successful in this position.

### **Principle Activities**

1. Consistently be on time for schedule shifts and dressed appropriately.
2. Operate computer and cash drawer maintaining a balanced drawer during scheduled shifts, including use of proper cashier forms and procedures.
3. Maintain consistent, quality customer service, and be accountable for member conflict and resolution.
4. Greet people entering the building cordially, making an effort to learn and use names.
5. Conduct tours responsive to the needs of prospective members.
6. Sign up individuals for memberships and register members and program participants for YMCA classes.
7. Maintain a current knowledge of all YMCA membership and program guide information.
8. Refrain from using cell phone while working in all capacities, i.e. talking, texting, or surfing the internet.
9. Receive member/guest complaints and /or comments responding to them in a sincere pleasant manner; indicate an understanding of the problem (without agreeing) and take necessary steps to correct as soon as possible. Relay the information in writing (email) to the appropriate staff.
10. Knowledgeable of YMCA emergency procedures, and handles any emergency situation in a professional and calm manner in accordance to proper protocol.
11. Operate telephone switchboard using proper telephone etiquette at all times.
12. Perform proper opening and closing procedures.

13. Perform minor maintenance duties such as keeping the YMCA lobby fresh and inviting for members—clean and clear of clutter. Wipe down tables.
14. Assist other YMCA staff in completing various work projects as workload allows.
15. Model core values through words and actions.
16. Other duties assigned by the Membership/Marketing Director.

**Effect on End Results**

1. Provide consistent high quality customer service and are proficient in handling day to day questions and concerns.
2. Members and guests recognize the YMCA as a friendly place with knowledgeable and helpful employees.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of the 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 sit, stand, walk, climb steps, crouch or kneel; use hand and fingers; read, talk and hear; and make sound discussions.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Minimum Requirements:**

- Dedication to YMCA
- Good work ethic
- Independent
- Basic computer and secretarial skills
- Current CPR and First Aid Certification

I have read and understand the above position description. I fully understand and know what my responsibilities are in order to do my job effectively.

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_