



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Hire Date
Date Signed
Hire Initial
Manager Initial

WELCOME CENTER ASSOCIATE

JOB DESCRIPTION

Department:	Membership	Rate of Pay:	\$9-\$11.00
Reports to:	Welcome Center Coordinator	Manager:	Membership Services Manager

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area.

ESSENTIAL FUNCTIONS:

- Maintain a professional appearance and manner reflective of Y standards
- Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention
- Friendly engagement with members within 10 feet to develop an approachable and welcoming environment/reputation
- Conduct membership interviews and/or tours responsive to the needs of prospective members; sells memberships
- Builds relationships with members; helps members connect with one another and the YMCA
- Handles and resolves membership concerns and informs supervisor/leadership of unusual situations or unresolved issues
- Applies all YMCA policies dealing with member services
- Applies all NationWide policies and rules
- Upholds the YMCA's core values of Honesty, Caring, Responsibility, and Respect
- May hand out locker keys and towels; may monitor the locker rooms as required
- Performs other duties as assigned

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

- Certifications required within 30 days of hire: CPR/AED, and First Aid
- Excellent interpersonal and problem solving skills
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Previous customer service, sales or related experience
- Basic knowledge of computers and mobile devices
- Comfortable and efficient with handling currency and balances
- Must be 18 years or older
- Ability to read and interpret instructions, procedures, manuals, and other documents

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- 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.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- 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.

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.

Welcoming: We are open to all. We are a place where you can belong and become a part of a community that places no judgement towards ability, financial status, ethnicity, gender, or orientation.

Genuine: We value you and embrace your individuality.

Hopeful: We believe in you and your potential to become a catalyst in the world.

Nurturing: We support you in your journey to develop your full potential.

Determined: Above all else, we are on a relentless quest to make our community stronger beginning with you.

Teammate Signature

Date

Manager Signature

Date