



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ATHENS-MCMINN FAMILY YMCA JOB DESCRIPTION

Job Title: **Welcome Center Representative (Evening & Weekend)**

FLSA Status: Part-Time Non-exempt

Reports to: Sr. Director of Membership Engagement & Marketing

Revision Date: 10/2/2019

Leadership Level: Leader

Primary Function/Department: Membership

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The Welcome Center Representative at the Athens-McMinn Family YMCA maintains a supportive, positive atmosphere that welcomes and respects all individuals. The Welcome Center Representative responds to member and guest needs and promotes memberships and programs.

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.

EXPECTATIONS FOR ALL YMCA STAFF MEMBERS:

1. Provide excellent member services by exceeding member expectations including being a good listener, caring about members' well-being and checking in on their progress. Staff must also take the initiative to talk with members and make them feel welcome.
2. Use Listen First Skills to build relationships with members, program participants, and prospects. Register members and participants for programs and service ensuring all forms and procedures are completed accurately.
3. Make eye contact with members as much as possible when talking to them.
4. Ask members how they are doing or if they are having a good day as they come into the facility or during classes. Make members feel welcome by being pleasant and cheerful, which includes saying hello, goodbye, calling members by name, and most importantly smiling at them.

POSITION EXPECTATIONS:

1. Be on time, ready to start work at Welcome Center at beginning of your shift, dressed in uniform and name tag, no matter the weather.
2. Answer phone calls and respond to general questions or direct to appropriate department.
3. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention
4. Conduct Cause-Driven Tours responsive to the needs of prospective members
5. Develops and maintains positive relationships with volunteers and members and helps members connect with one another and the Y
6. Maintains cleanliness of the lobby areas, the coffee station, front desk work space, and back office supply room
7. Serves others by intentionally welcoming, connecting, and supporting members, and inviting them to get involved and give back to the community
8. Handles and resolves membership concerns and informs appropriate leadership of unusual situations or unresolved issues
9. May help in monitoring locker room cleanliness and safety.
10. May be assigned other duties and be requested to attend check-in meetings or staff meetings.



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LEADERSHIP COMPETENCIES:

- Influencing Others
- Connecting with Community

QUALIFICATIONS:

- Previous customer service, sales or related experience.
- Child Abuse Prevention training and CPR/AED and First Aid Certifications required within 30 days of hire.
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Basic knowledge of computers, Microsoft 365, and Office products including excel.
- Ability to learn and be proficient in customer service database software.

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.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____