



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WELCOME CENTER SUPERVISOR JOB DESCRIPTION

Job Title: **Welcome Center Supervisor**

Status: P/T

Reports to: **Membership Director**

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:

1. **Customer Service** - Greet all customers by first name & exceed protocols by offering exceptional & professional customer service.
2. **Policies/Procedures** – Ensure that all front desk staff are following proper procedures
3. **Scheduling** of Front Desk staff hours & keeping it visible.
4. **Front Desk Supervision** – Ensure front desk staff perform duties in accordance to the Y standards, evaluate front desk staff performance, and provide leadership and guidance to them.
5. **Calendar** – Maintain up to date information on front desk calendar.
6. **Communication** – Utilize an effective communication tool for getting important information to, & from front desk staff.
7. **Front Desk Daily Tasks**–Capable of handling all functions of the desk including registering guests for programs, memberships, camps, special events, etc.
8. **Money Handling** – Basic arithmetic functions and money handling duties.
9. **Training** – Train and orientate all new desk staff on desk responsibilities. Develop training manual with checklist of competences needing to be complete training in a timely & efficient manner.
10. **Lobby Area** – Ensure that the front lobby & bulletin board has literature filled with current information.
11. **Registration** – Register all customers for classes, memberships, and programs.
12. **Sell Memberships** – Be able to explain multiple benefits of being a YMCA member, communicate our membership options and be able to train others on our process.
13. **Tours** – Responsible for giving tours (along with Membership. Dir.)
14. **Building Supervisors** –Train front desk duties portion of responsibilities.
15. **Member Follow up** – Call guest pass users, new members, cancellations, & maintain membership tracking spreadsheet.
16. **Continuous Improvement** – Monitor & develop new ways of doing things to ensure best practices are met for a high level of customer satisfaction.
17. **Other Duties** - Performs other duties, as assigned, including but not limited to the following:
 - a. **Administer quarterly past member “we want you back” mailings**
 - b. **Manage & distribute membership/program donation requests**
 - c. **Monitor and order membership specific forms & documents**
 - d. **Maintain merchandise inventory and order merchandise as needed for resale/promotions.**

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:

1. Certifications required within 30 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Previous customer service, sales or related experience preferred.
5. Basic knowledge of computers.

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: _____