



**TRI-CITIES FAMILY YMCA**  
**We build strong kids, strong families, strong communities**

## **Position Title: Welcome Center Associate**

**Position Reports To:** Welcome Center Supervisor  
**Status:** Part-Time

### **ESSENTIAL FUNCTIONS AND BASIC DUTIES (not listed in any order of priority)**

- Proactively greet members as they enter and exit the building.
- Make sure members and non-members feel welcome when using the facility.
- Learn and understand Daxko systems for registration purposes (Classes and memberships).
- Assist members and non-members with questions pertaining to any program, membership or class.
- Cross-selling additional programs to members and non-members.
- Detailed knowledge of programs, special programs, classes, and membership types.
- Successfully take prospective members on tour of facility and energetically explain the benefits of a Y membership.
- After tour ask prospective members to join our facility and handle any objections.
- Learn and understand all Y forms and know how to complete them and where they belong.
- Learn and understand all Y procedures.
- Answer incoming calls politely and with enthusiasm.
- Be prepared and punctual for your assigned shifts.
- Handling and balancing a cash bag.
- Closing out paperwork.
- Possible opening and closing the facility.
- Laundering of Y towels.
- Possible clean up after different accidents (Spills and sickness).
- Other duties as assigned by Welcome Center Supervisor.

### **ESSENTIAL SKILLS NEEDED**

- Outstanding customer service skills. Must relate well to people and be very outgoing and energetic.
- Must be able to multi-task in a fast paced environment.
- Must be able to build rapport with members, non-members and prospective members.
- Detailed oriented.

## QUALIFICATIONS

- Sales experience
- Customer service experience
- High energy personality
- Outstanding communication skills
- Basic math, phone and computer skills

## ENVIRONMENT

86,000 square foot facility with high level of contact with members and community. Various hours that may include early mornings, late evenings, and weekends. The YMCA large, busy, and multi-function. Some off site work may be needed.

## HEALTH AND SAFETY REQUIREMENTS / INSTRUCTION

Employees are advised on OSHA Standards through required signage and administrative updates as compliant with Federal Law.

## DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified.

## STATUS

- Part Time Position not to exceed 25 hours per week.
- See Personnel Handbook.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_