



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Tri-Cities Family YMCA Job Description

Position: Welcome Center Associate

Status: Part time, Non-Exempt

Reports to: Membership Coordinator

Revision date: July 2020

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 Associate at Tri-Cities Family YMCA creates a safe and positive atmosphere that welcomes and respects all individuals while promoting and maintaining membership and programming of the association.

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.

ESSENTIAL FUNCTIONS:

1. Proactively greet members as they enter and exit the building.
2. Make sure members and non-members feel welcome when using the facility.
3. Learn and understand Daxko systems for registration purposes (Classes and memberships).
4. Assist members and non-members with questions pertaining to any program, membership or class.
5. Cross-selling additional programs to members and non-members.
6. Detailed knowledge of programs, special programs, classes, and membership types.
7. Successfully take prospective members on tour of facility and energetically explain the benefits of a Y membership.
8. After tour ask prospective members to join our facility and handle any objections.
9. Learn and understand all Y forms and know how to complete them and where they belong.
10. Learn and understand all Y procedures.
11. Follow department protocol for disinfecting work space.
12. Answer incoming calls politely and with enthusiasm.
13. Be prepared and punctual for your assigned shifts.
14. Handling and balancing a cash bag.
15. Closing out paperwork.
16. Possible opening and closing the facility.
17. Laundering of Y towels.
18. Possible clean up after different accidents (Spills and sickness).
19. Attend Staff Meetings
20. Other duties as assigned by Welcome Center Coordinator.



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LEADERSHIP COMPETENCIES:

- Inclusion
- Critical Thinking & Decision Making
- Emotional Maturity

QUALIFICATIONS:

- Minimum age of 18.
- Required to be completed in the first 30 days of employment:
 - Certifications: Basic life support or professional rescuer CPR/AED and first aid
 - Child abuse prevention training
- Customer Service and Sales Experience preferred.
- Outstanding communication skills. Must relate well to people and be very outgoing and energetic.
- Detail oriented and able to multi-task in a fast paced environment.
- Basic math, phone and computer skills.

BASIC HOURS

Various hours that may include early mornings, late evenings and weekends. Part time position not to exceed 25 hours per week.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- 86,000 square foot facility with high level of contact with members and community. Some off site work may be needed.
- 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.

HEALTH AND SAFETY REQUIREMENTS/INSTRUCTION

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

DISCLAIMER

It should be understood that this job description has been developed as an outline for basic responsibilities. Additional duties may be assigned by the Membership Coordinator as deemed appropriate and/or necessary.