



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## GREATER VALLEY YMCA JOB DESCRIPTION

Job Title: **Welcome Center Associate**

Status: Part-Time

Reports to: Membership Services Director

Department: Membership

Revision Date: 8/20/18

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### POSITION SUMMARY:

This position supports the work of the Y, a leading non-profit 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. Provides excellent service to members, guests and program participants in the Y and on the phone, contributing to member retention.
2. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships and programs.
3. Builds relationships with members; helps members connect with one another and the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. Accurately execute all welcome center procedures.
7. Performs all sales to include membership, program and merchandise with accuracy into the Daxko Operations system, completing a daily shift close out report at the conclusion of the shift.
8. Participates in staff meetings.
9. May monitor the locker rooms as required.
10. Performs other duties as assigned.

### YMCA COMPETENCIES (Leader):

*Mission Advancement:* Accepts and demonstrates the Y's 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.
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.

**SELF-MOTIVATION AND INNOVATION:**

To be able to accomplish the goals set forth in this job description, the incumbent will need to possess a will to succeed. "What can I do to advance the Y and help it become more successful?" should be the mind-set. The heart of the position will be the ability to look past "what is" and see "what could/should be". These ideas for new systems, procedures, etc. originate from all YMCA leadership positions. Therefore, a high level of self-motivation and innovation/creative is required to be successful at this position.

**SIGNATURE:**

I have read and understand the job description for my position at the Greater Valley YMCA. The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to an all exhaustive list of all associated responsibilities, skills, efforts or working conditions. The Greater Valley YMCA reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities and positions titles as it deems necessary to meet the needs of the business.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

\_\_\_\_\_  
Supervisor's name

\_\_\_\_\_  
Supervisor's signature

Today's date: \_\_\_\_\_