



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

GREATER VALLEY YMCA POSITION DESCRIPTION

Job Title: Welcome Center Supervisor

Status: Part-Time/Full-Time (Non-Exempt)

Reports to: Program Director-Membership Services

Department: Membership

Revision Date: 7/28/22

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. Directs all aspects of the welcome center including registration of new members and program members, training of welcome center associates and all matters pertaining to member service.

ESSENTIAL FUNCTIONS:

1. Provides excellent service to members, guests, and program participants in person and on the phone.
2. Conducts tours being 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. Manages and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. Accurately executes all welcome center procedures.
7. Performs all functions with accuracy in the ReClique Core Operations system.
8. Trains, develops schedules and directs personnel and volunteers as needed. Reviews and evaluates staff performance in collaboration with the Program Director-Membership Services.
9. When necessary, covers vacant shifts due to staff illness or non-report to scheduled shift.
10. Promotes program and membership enrollment in interactions with existing and potential members. Coordinates program registration, including logistics to support phone, walk-in, and web registration.
11. Ensures proper implementation of welcome center procedures. Reviews and updates desk procedures and communicates changes to staff. Coordinates with the business office as necessary on financial transactions.
12. Participates in staff meetings and/or related meetings.
13. Performs other duties as assigned and in accordance with the planned Chart of Work.

YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Supports fundraising.

Collaboration: Works effectively with people of diverse 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.

Operational Effectiveness: Makes sound judgments and transfers learning from one situation to another. Embraces innovative approaches and discovers ideas to create a better member experience. 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. Associates degree in related field or equivalent preferred.
2. One to two years related member service experience preferred.
3. Minimum age requirement of twenty-one (21).
4. Prior to or within 90 days of hire must complete: Mandatory Reporter Training (30 days), Praesidium Training (90 days); Pediatric CPR with AED (30 days); First Aid (30 days); Bloodborne Pathogens (90 days).
5. Completion of YMCA program-specific certifications within designated period.
6. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
7. Bi-Lingual (Spanish) Preferred.

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. Must be able to move around the work environment.
- The employee must occasionally lift and/or move up to twenty 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 & 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 to see "what can/should be." These ideas for new systems, procedures, etc. originate from all YMCA upper management leadership positions. Therefore, an elevated level of self-motivation and innovation/creativity is required to be successful at this position.

EFFECT ON END RESULT:

Key indicators for the successful fulfillment of this position are measured by:

1. Membership staff performing at increasingly higher levels; maintenance of positive morale amongst staff; high satisfaction of membership staff team
2. Increasing membership growth, retention, and satisfaction
3. Increased understanding by the members of what the Y is, why the Y is important, and why the Y is deserving of public support.

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 all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.

Employee Printed Name: _____ Employee Signature: _____

Supervisor Printed Name: _____ Supervisor Signature: _____

Today's Date: _____