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ROCHESTER AREA FAMILY YMCA JOB DESCRIPTION

Job Title: Welcome Center Associate
FLSA Status: Part Time/Non-Exempt
Reports to: Membership Director

Job Code: (0804)
Job Grade: (2)
Revision Date: 3/24/2016

POSITION SUMMARY:

Under the direction of the Membership Director, the Welcome Center Associate, in harmony with the Christian nature and Mission of the YMCA, as well as the established goals and objectives of the YMCA, shall be responsible for all front desk functions, focusing on excellent customer service relating to the Association. In general, the role of the Welcome Center Associate is to build relationships with and between staff members, volunteers, members, program participants and the communities the YMCA serves.

Specifically, the Welcome Center Associate has to assist in creating an atmosphere that facilitates customer service, communication, and teamwork at the Front Desk and is responsible for all cash handling and paperwork transactions that transpire at the Front Desk.

ESSENTIAL FUNCTIONS:

1. Provide outstanding member services to prospective members, including tours, orientation, membership sign-ups, and other various membership functions.
2. Assist the Membership Director with membership/administrative functions to maintain quality control over membership area.
3. Maintains the Community Board to keep current with events.
4. Welcome Center duties which include inventory and sales reports distributed to the Membership Director on a timely monthly basis.
5. Adhere to all policies, procedures and guidelines of the association.
6. Maintain efficient operation of office equipment, i.e. copy and fax machine, computers, typewriter, etc.
7. Promotes membership and program enrollment and aids in assimilation of new members into specific programs.
8. Prepare and maintain software programs for program registration.
9. Provide clerical and administrative support to the association.
10. Exemplify the YMCA character values in all aspects of job performance and relationships with others.
11. Maintain a flexible work schedule to accommodate the needs of the development of the association.

12. Act as a liaison between the YMCA of Rochester, program participants, parent/guardians and the community.
13. The job description reflects management's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned by the Membership Director.

QUALIFICATIONS:

The Welcome Center Associate in general requires excellent communication skills, excellent relationship building skills, the ability to model the YMCA Core Values and have the ability and desire to make a personal connection with the communities the YMCA serves.

Specifically, this position requires a high school diploma or equivalent, demonstrate the knowledge of basic accounting procedures with mathematical figures, and demonstrate the operation of personal computers and all other general office equipment. In addition to this education and experience, the person in this position should possess the following skills/knowledge:

1. Requires strong organizational skills.
2. To have excellent oral and written communication skills.
3. To prioritize workloads to meet deadlines.
4. Must maintain a high level of confidentiality.
5. Maintain current CPR and 1st Aid certifications.

Recognizing that this individual may bring skills in areas other than greeting, it will be desirable to utilize those skills through sharing of responsibilities with other professional staff.

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 constantly required to stand; walk; sit; use hands to operate objects, tools, and/or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch and/or crawl; talk and/or hear; taste and/or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

This person constantly communicates and exchanges information on the phone and in person with respectful manners, and constantly operates a computer. This person must also be able to speak in public. Work in a stationary position 80-90% of the time.

EFFECTS ON END RESULTS:

1. Dress for success: create a friendly experience for our members, wear your nametag and uniform so that members can identify you...and lend a hand – offer to get towels or magazines, hold the door, etc.
2. Smile and say hello: Provide a warm welcome for our members, make eye contact, smile and say hello to everyone you see...including children, teens and those of other cultures.
3. Meet and greet: Make a personal connection with our members. Introduce yourself to at least one new person every day. Become someone they feel comfortable in talking to. Better yet, introduce members to each other!
4. See it, own it: If you see it...own it. Take responsibility for correcting the problems you see, be they as small as a discarded towel or as large as a member’s complaint. A member should never feel like they are wasting your time.
5. Give Thanks: ...and be grateful. Every member has chosen to spend part of their day with the Y...and don’t forget to say thanks and give compliments to volunteers and other staff.
6. Effective relationship building that manifests into personal relationships with other members, staff, volunteers, etc.
7. Works well with other staff to promote YMCA values.
8. Models the YMCA Mission and Values while on the job.
9. Ability to live up to the "Staff Pledge" every day!
10. All member data effectively recorded and reported to staff and volunteers
11. Provide Membership Director with efficient support through completion of all designated support/clerical projects.
12. Provide quality reports and correspondence to appropriate staff and volunteers in a timely manner.
13. The quality of finished correspondence, reports, etc., will reflect the professional image of the Rochester Area Family YMCA.
14. Deadlines will be met, resulting in an efficiently functioning office.
15. A quality Customer Service philosophy will be incorporated into the daily work of the department.
16. Helps create a culture of philanthropy among staff and volunteers.

I have read and understand the expectations of this job description.

Employee Signature: _____ Date _____

Supervisor Signature: _____ Date _____