



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

PLATTSBURGH YMCA JOB DESCRIPTION

Job Title: **Welcome Center Staff**

Job Code: XXXX

FLSA Status: Exempt

Job Grade: XX

Reports to: Membership Director/ Welcome Desk
Coordinator

Revision Date: 6/28/2018

Leadership Level: Leader

Primary Function/Department: Youth Development,
Healthy Living

POSITION SUMMARY:

Under the guidance of the Membership & Marketing Director, the Welcome Center Representative will be responsible for effective and efficient contact between members and staff. The Welcome Center Representative will deliver exceptional service to YMCA members, potential members, and guests. Will assist with membership and program sales, handle telephone calls, regulate lobby traffic, provide all membership and program information, and know and execute policies and procedures.

EXPECTATION FOR ALL YMCA STAFF:

- Provide excellent member service by exceeding member expectations including being a good listener, caring about members' well-being and checking in on their progress. Staff must also take the initiative to talk with members and to make them feel welcome by being pleasant and cheerful, which includes saying hello, goodbye, calling members by name and most importantly smiling all the time.
- Make eye contact with members as much as possible when talking to them.
- Ask members how they are doing or if they are having a good day as they come into the facility or during classes.
- Make members feel welcome by being pleasant and cheerful, which includes saying hello, goodbye, calling members by name and most importantly smiling at them.

ESSENTIAL FUNCTIONS:

- Scans all membership ID cards.
- Be on time, ready to start work at the membership center at the beginning of your shift, dress in uniform and name tag, no matter the weather.
- Be open and willing to be a substitute to work a shift where there is no coverage, including opening, closing, and weekend shifts.
- Conduct prospective member tours, as needed.
- Handle member and community-member phone calls as per YMCA policies.
- Perform Y membership sign-ups in the electronic registration system.
- Be knowledgeable about YMCA policies and procedures and effectively communicate them as needed, to members and staff.
- Perform responsibilities such as; cashing out, balancing daily transactions, and dropping envelopes in safe.
- Maintain an orderly and neat workspace during your shift and clean up when leaving.

YMCA OF THE USA

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- Be ready and able to respond to an emergency, assemble emergency equipment and assist in care of the victim.
- Perform all other duties as assigned.

QUALIFICATIONS:

- Must be at least 18 years of age and possess a high school diploma.
- Basic computer skills are essential.
- Prior experience working in a high volume, member-focused environment.
- Able to communicate effectively with adults and children alike.
- Must possess or attain CPR/AED certifications within 30 days of hire.