

# YMCA OF THE NORTHWOODS JOB DESCRIPTION

Job Title: **Welcome Center Associate**

FLSA Status: Non-Exempt

Reports to: Membership Director

Revision Date: 2/1/2015

## **General Functions:**

Under the direction of the Membership Director or Executive in Charge, 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.

## **Skills and 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, the Welcome Center Associate must have the ability to demonstrate the willingness to learn and accept responsibility, to take initiative, be flexible, use sound judgment and work harmoniously with a variety of people including program participants, volunteers, and staff. This person should have a commitment to the YMCA's mission and purpose and knowledge of how it is accomplished throughout the association. This position requires strong organizational skills, excellent oral and written communication skills, the ability to prioritize workloads to meet deadlines, and must maintain a high level of confidentiality. This position requires a high school diploma or equivalent, knowledge of basic accounting procedures with the ability to work well with figures, and the ability to operate all other general office equipment.

## **Physical Requirements:**

The Welcome Center Associate must be able to lift 25 pounds regularly and up to 50 pounds occasionally. Must be able to see, hear and speak, kneel and squat. Standing or walking up to 50% of the shift. Sitting up to 50% of the shift.

## **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 or other bulletin boards to keep current with events.
4. Pro Shop 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 and personnel policy.
6. Maintain efficient operation of office equipment, i.e. copy and fax machine, computers, 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 the Northwoods, program participants, parent/guardians and the community.
13. Volunteer your time at YMCA special events when available.
14. Perform all other duties as assigned by the Membership Director or Executive in charge.

## **Effect on End Results:**

1. Effective relationship building that manifests into personal relationships with other members, staff, volunteers, etc.
2. Works well with other staff to promote YMCA values.
3. Models the YMCA Mission and Values while on the job.
4. Provide Membership Director with efficient support through completion of all designated support/clerical projects.
5. Provide quality reports and correspondence to appropriate staff and volunteers in a timely manner.
6. The quality of finished correspondence, reports, etc., will reflect the professional image of the YMCA of the Northwoods.
7. Deadlines will be met, resulting in an efficiently functioning office.
8. A quality Customer Service philosophy will be incorporated into the daily work of the department.

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. We understand and mutually accept the above descriptions to the job to be performed:

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Welcome Center Associate

Date

Membership Director or Executive

Date