



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF METRO NORTH-MELROSE FAMILY YMCA

Job Title: **Welcome Center Representative**

FLSA Status: Non Exempt

Base Pay: \$12.00 per hour

Reports to: Membership Director

Revision Date: February 2019

POSITION SUMMARY:

This position is primarily responsible for the following key areas:

- All welcome center operations including membership sales, customer service and member engagement.
- Communicating the mission of the Y to members and potential members
- Maintenance of program information and schedules.
- Conduct regular rounds of the building.
- Ability to be flexible to be available if needed for early mornings, evenings, weekends, and holidays.
- Participation and implementation of membership sales campaigns.
- Involvement in special events related to member service and promotion.
- Participate in staff meetings and professional trainings as appropriate.
- Maintain a professional image and manner.
- Make sure lobby area and lobby bathroom are presentable.
- Document all incidents and accidents.
- Present and uphold department and branch policies, regardless of whether in agreement or not with said policies, while keeping the emphasis on customer service.
- Assume other duties deemed necessary by the Membership Director.

ESSENTIAL FUNCTIONS:

- Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
- Conduct interviews and/or cause-driven tours responsive to the needs of prospective members; sells memberships.
- Engages with and builds relationships with members; helps members connect with one another and the YMCA.
- Understands the Y's Cause-Driven work and mission, can articulate it for others.
- Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
- Applies all YMCA policies dealing with member services.
- May hand out locker keys and towels; may monitor the locker rooms as required.

YMCA COMPETENCIES:

- *Mission Advancement*: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working

relationships with them. Supports fund-raising. Provides Cause-Driven Tours to prospective members

- **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:

- Certifications required within 30 days of hire: CPR/AED, and First Aid.
- Excellent interpersonal and problem solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Previous customer service, sales or related experience.
- Basic knowledge of computers.

Skills: Excellent telephone skills, ability to effectively communicate with adults and children alike, understand the relationship of the general public to the association. Enjoys engaging with others and building relationships with others.

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.

- Ability to stand for a period of time as well as work and train on a computer.
- Ability to complete a tour, without access to an elevator, through the building and lift at least 25lbs.

How to Apply: Send Resumes to the following

Kelly Curtis
Membership Director
E-Mail: kcurtis@metronorthymca.org
Phone: 781-665-4360
Address: 497 Main Street, Melrose, MA 02176

Staff Name: _____

Date: _____

Staff Signature: _____