

# A BETTER US STARTS WITH U



## WE WANT YOU ON OUR TEAM! The FOND DU LAC FAMILY YMCA IS NOW HIRING: WELCOME CENTER REPRESENTATIVE Part-Time



The Fond du Lac Family YMCA is hiring a Welcome Center Representative to positively model and reinforce the YMCA's core values and mission statement while providing exceptional member service and performing the general operations of the Welcome Center. Welcome Center Representatives are responsible for making people feel welcome and part of the YMCA community by creating a friendly and courteous environment.

### RESPONSIBILITIES:

- Provides impeccable service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
- Builds relationships with members; helps members connect with one another and the YMCA
- Maintains a thorough knowledge of Y programs and events. Handles and resolves member concerns and informs supervisor of unusual situations or unresolved issues.
- Assists members and guests with financial transactions including program registration, day passes, and Child Watch passes.

### REQUIREMENTS:

- 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 preferred.
- Knowledge of computers and Office Software.
- Bilingual in English/Spanish is a plus, but not required

### WAGE SCALE:

\$9.98+ per hour based on experience; shift premium for bilingual in English/Spanish.

### HOURS AVAILABLE:

Tuesday opener 4:30am - 10:30am; Weekend and evenings availability

### HOW TO APPLY:

- 1 - Fill out the EMPLOYMENT FORM
- 2 - Submit your RESUME & EMPLOYMENT APPLICATION

