



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Job Title: **Welcome Center Representative**

FLSA Status: Part-Time Non Exempt

Department: Membership

Reports to: Member Experience Director

Revision Date: 08/2021

POSITION SUMMARY:

The Welcome Center Representative will provide exceptional member service and perform the general operations of the Welcome Center. This includes membership sales, program sales, and creating a friendly and courteous environment for everyone that enters the building. Welcome Center Representatives are responsible for making people feel welcome and part of the YMCA community. Detailed and accurate knowledge of memberships, program information, and current promotions are necessary. The Welcome Center is the information center for all members, guests, and prospects inquiring about our organization.

ESSENTIAL FUNCTIONS:

1. Be comfortable working to implement the Mission Statement of the YMCA.
The Fond du Lac Family YMCA is a non-profit charitable association dedicated to putting Christian principles into practice through programs that build healthy spirit, mind and body for all.
2. Acts as a positive role model using the YMCA's core values of honesty, caring, respect, and responsibility.
3. Provides impeccable service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
4. Builds relationships with members; helps members connect with one another and the YMCA.
5. Maintains a thorough knowledge of Y programs and events. Handles and resolves member concerns and informs supervisor of unusual situations or unresolved issues.
6. Assists members and guests with financial transactions including program registration, day passes, and Child Watch passes.
7. Applies all YMCA policies dealing with member services.
8. Maintain cleanliness of the working area and front lobby.
9. Perform other duties as assigned by the Member Engagement Director

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.

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

Fond du Lac Family YMCA

90 W. 2nd Street
Fond du Lac, WI 54935

required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. Exceptional interpersonal and problem solving skills.
2. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
3. Previous customer service, sales or related experience required.
4. Knowledge of computers and Office Software.

WORK ENVIRONMENT & 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 regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.