FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Cleveland County Family YMCA
Job Description

Position Title: Welcome Center Representative
Branch: Kings Mountain Family YMCA
Reports To: Membership Director

Exempt Status: Non-Exempt (Part-time)
Primary Function: Customer Service
Leadership Level: Leader

POSITION SUMMARY:
Under the supervision of the Membership Director and the Executive Director, and consistent with the Christian mission of the YMCA, the Welcome Center Representative interacts with members and guests to help them gather information and/or register for YMCA programs, memberships, or services. Helps guide all people to meet their personal goals. Creates a welcoming environment for all members of all backgrounds and abilities.

KNOW HOW:
- Ability to develop and maintain high levels of customer service with members and guests.
- Ability to represent the YMCA in a mature and professional manner, holding true to a commitment to the YMCA's mission, values, philosophies and ideals.
- Trainings and Certification Requirements: Infant/Child/Adult CPR, AED, First Aid, New Staff Orientation, Child Abuse Prevention, Blood-Borne Pathogens and other ongoing YMCA trainings. (All trainings and certifications must be held or obtained within the first 60 days of employment. Failure to comply with attending trainings and obtaining and maintaining current certifications will result in pay reduction or possible termination.)
- Knowledge and understanding of the YMCA's Operating Software (CORE) and other basic computer programs.

ESSENTIAL FUNCTIONS:
- Contributes to the fulfillment of the YMCA's mission and the YMCA's core values of caring, honesty, respect, responsibility, and faith.
- Welcomes all members and guests by their first name.
- Provides the highest quality of service for all phone inquiries and walk-in questions.
- Provides a thorough tour of the facility and any pertinent information.
- Engages with members in a fashion that helps the staff understand the members' goals, abilities and needs.
- Connects members and participants with the appropriate resources and takes a personal interest to create relationships.
- Helps members, participants and staff connect with one another to form relationships.
- Regularly checks on members' progress in meeting personal goals, both formally and informally.
- Maintains proper procedures and protocols with all YMCA software.
- Has a working knowledge of all YMCA programs and activities.
- Enforces YMCA policies, rules and procedures.
- Attends staff meetings and trainings.
- Actively promotes the annual We Build People campaign.
- Other duties as assigned.

YMCA COMPETENCIES (LEADER LEVEL):

- Collaboration--Creates sustainable relationships within the Y and with other organizations in service to the community
- Communication--Listens and expresses self effectively and in a way that engages, inspires, and builds commitment to the Y's cause
- Developing Others--Develops self and supports others (e.g., staff, volunteers, members, program participants), both formally and informally, to achieve their highest potential
- Inclusion--Values all people for their unique talents, and takes an active role in promoting practices that support diversity, inclusion, and global work, as well as cultural competence
- Innovation-Creates and implements new and relevant approaches and activities that improve and expand the Y's work and impact in the community
- Functional Expertise (Healthy Living)--Executes superior technical skills for the role

PHYSICAL DEMANDS:

- Smile, Walk, stand, and sit (including on the floor) for long periods of time.
- Potential exposure to communicable diseases and bodily fluids.
- Lift or carry up to 50 pounds in weight (with assistance).
- Stand or sit while maintaining alertness for several hours at a time.
- Bending, leaning, kneeling, and walking.
- Speak concisely and effectively communicate.
- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.

END RESULTS:

- Creates a member-focused culture within the YMCA by providing quality service and connecting the full operations of all departments.
- Successfully promotes all aspects of the YMCA, including but not limited to the Cause of the YMCA, the Mission of the YMCA, and the Culture of the YMCA.
- Proven growth in YMCA membership sales, membership satisfaction scores, and membership retention rates.

For more information, contact Maria Carden at mcarden@clevecoymca.org.

To apply for this position, complete an online application HERE .

The YMCA: We're for youth development, healthy living, and social responsibility.
YMCA Mission: Helping all people reach their God given potential in spirit, mind and body.