

Job Description

Category: Membership
Position: Member Services Associate - Welcome Center
Reports to: Member Services Coordinator
Rate of Pay: \$8.00/hr starting, DOE
Status: Part-time, day, evening, weekend hours

Basic Assignments: At the YMCA Welcome Center, this position provides direct member service in a positive and friendly manner. Of primary importance is the ability to provide courteous service to the immediate needs of the YMCA's members and program participants.

Job Responsibilities:

1. Greet customers in an outgoing, welcoming manner.
2. Check membership cards and/or class receipts and admit them to the facilities.
3. Sign in visitors & group homes
4. Hand out shower towels for members signed up for towel service.
5. Keep workout towels always available
6. Hand out locks, basketballs and other loaned equipment
7. Collect and hand out lost & found items
8. Keep work area neat and presentable.
9. On appropriate shifts, open and/or close facility by following the procedure guidelines.
10. Keep yourself informed by reading the Daily Press and desk log each day.

Necessary Skills:

- Excellent customer service skills.
- Represent the Y in a positive manner; being caring, responsible, honest and respectful.
- Willingness to go the extra step when performing job functions and show initiative and resourcefulness in seeking out information regarding classes, programs and special events.
- Ability to make decisions and use good judgment regarding members and the facility.
- Ability to react in a mature and responsible manner to emergency situations and know when to handle a situation alone and when to call for assistance.
- Computer experience helpful.

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 hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: The work environment characteristics described here 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.

While performing the duties of this job, the employee occasionally works in outside weather conditions.

The noise level in the work environment is usually moderate.

To succeed in this position, an individual will be friendly, enjoy working with people, be neat, reliable, patient and helpful.

Must maintain current CPR and First Aid Certification. Must attend the Emergency Procedures Training when offered. Must attend a Child Abuse Awareness Training, a Customer Service Training, and a New Employee Orientation within first 90 days of employment (offered by YMCA staff).