



YMCA JOB DESCRIPTION

Job Title: Welcome Center
 FLSA Status: Non-Exempt
 Reports to: Branch Executive

Job Grade: N/A
 Revision Date: 9.15.2015

POSITION SUMMARY:

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area.

ESSENTIAL FUNCTIONS:

1. Provides excellent service to members, guests, and program participants in the branch and on the phone, contributing to member retention.
2. Interviews and/or tours prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and to the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. Work in nursery or child care as needed.
7. Multi-tasking (helping customers, answer phone, handle other duties)
8. Must be efficient, proficient and knowledgeable in customer services, cashiering, and decision making

QUALIFICATIONS:

Education Required – Must have current CPR or obtain within first 60 days of employment
 Preferred – High School diploma or equivalent, or combination of education and experience
 Experience Preferred – Previous Customer Service experience

PHYSICAL DEMANDS:

Physical Demands (Without Accommodations)	Never	Occasionally (Up to 33%)	Frequently (34% - 66%)	Continuously (67% - 100%)
Sitting			x	
Walking			x	
Standing				x
Bending Neck			x	
Twisting Neck			x	
Bending Waist (forward or sideways)			x	
Twisting Waist			x	
Squatting (crouch or sit on one's heels)		x		
Climbing		x		
Kneeling		x		
Crawling	x			
Repetitive Hand Movement				x
Reach Above Shoulder Height			x	
Reach Below Shoulder Height			x	
Move Items Weighing up to 10 lbs.			x	
Move Items Weighing 11-25 lbs.			x	
Move Items Weighing 26-50 lbs			x	
Move Items Weighing 51-75 lbs.	x			
Move Items Weighing 76-100 lbs.	x			
Move Items Weighing over 100 lbs.	x			

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Employee signature below constitutes employee's understanding of the essential functions, qualifications, and physical demands of the position.

Employee Print Name

Employee Signature

Date