



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Job Title: **Welcome Center Representative**

FLSA Status: Non-exempt

Status: P/T

Reports to: Branch Director

Job Code:

Job Grade:

Department: Member Services

Revision Date: 11/21/17

POSITION SUMMARY

The Members Services Representative is responsible for providing the highest of quality service to members and the community. This position requires a personal commitment to the mission of the YMCA and requires a person who demonstrates an ability to work effectively with people and be a team member. This position requires good organizational skills, strong human relation skills, general knowledge of business procedure, good communication skills (verbal and written), willingness to adapt to change and knowledge about YMCA operational procedures and programs. This person must have sales experience, a working knowledge of operating computers. The ability to establish and maintain harmonious relationship with staff, volunteers, members and community is essential.

GENERAL JOB FUNCTIONS:

- Adhere to policies as stated in the YMCA Employee Handbook
- Work in a team environment and encourage open communication regarding concerns/issues with members, potential members, or coworkers
- Communicate with Branch Director on a regular basis
- Assist with tours
- Responsible for studying and learning any front desk material in the first two weeks of training
- Responsible for accurately reconciling daily cash drawer
- Participate in delivery of services to members to ensure excellence
- Create a positive environment where everyone feels welcome, encourage and motivate others to become more involved in the YMCA
- Communicate in a friendly and courteous manner when answering the phones, transferring calls, and taking messages
- Greet and interact with members in a friendly manner
- Maintain a clean, supplied, and organized members service desk
- Oversee that all members and guests are properly checking in at the member service desk when using the YMCA facility
- Present a professional image to all employees, members, and general public
- Follow proper procedures for all business transactions (example: receipt, monies and program registration)
- Promote membership and program enrollment
- If unable to work due to sickness, vacation, ect. Responsible for finding shift coverage. Contact supervisor and keep them posted on who will be working in your place.
- If the Y is slow, stay busy cleaning gym equipment or helping with housekeeping duties

ACCOUNTABILITY:

The Member Services Representative will be responsible for the successful development of the membership base, and quality customer service, as well as the successful completion of all transactions during shift.

JOB QUALIFICATIONS:

EDUCATION:

HS Diploma or General Equivalent Diploma

Experience in customer service and sales highly desired.

KNOWLEDGE/EXPERIENCE:

Must have the ability to demonstrate and/or show competency in the following areas:

- Customer Service
- Sales
- Being reliable and dependable

PHYSICAL DEMANDS:

- Lift 35 pounds using proper technique
- Ability to stand for up to 5 hours
- Bending
- Sitting and desk work for up to 8 hours per shift
- Required to take YMCA training in CPR, AED, First Aid

PROFESSIONAL EXPECTATIONS:

The Member Services Representation will present a competent and positive image of The Franklin County Family YMCA through professionalism and safety.

In addition the Members Services Representative will exhibit and represent behaviors consistent with the expectations within the YMCA competency guidelines listed below:

- Accepts and demonstrated the Y's values.
- Demonstrates a desire to serve others and fulfill community needs.
- Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Builds rapport and relates well to others.
- Makes sound judgements, and transfers learning from one situation to another.
- Embraces new approaches and discovers ideas to create a better member experience.
- Strives to meet or exceed goals and deliver a high-value experience for members.
- Pursues self-development that enhances job performance.
- Demonstrates an openness to change, and seeks opportunities in the change process.
- Work flexible schedule to meet program staffing/planning needs.
- Exercise mature judgement and sound decision making.
- Communicate effectively both orally and in writing.

DRESS CODE POLICY:

POLICY BRIEF & PURPOSE:

Our dress code company policy outlines the company's expectations from employees regarding their appearance and safety. The way the employees project themselves when they represent the Y with clients, visitors or other external parties can have direct effect on how it is perceived. Since the job requires your presence in a gymnasium setting it's important to be aware of safety hazards and ways to protect yourself from injury.

POLICY ELEMENTS:

All employees are obliged to demonstrate appropriate, safe, business casual attitudes through their appearance.

The dress code guideline is comprised in 3 parts:

Clothing:

- All clothing must be appropriate for ANY department, whether it's Childwatch, Front Desk, Maintenance, or Fitness Instructor.
- Clothes that are too revealing or inappropriate for a specific situation are prohibited.
- All clothes must be clean and in good repair. Discernible rips, tears or holes will not be tolerated.
- Employees should avoid cloths with logos or sayings that might be perceived as offensive or inappropriate.

Safety:

Since this job requires you to be around exercise equipment there are potential hazards that every employee should dress for regardless of department.

The Y: We're for youth development, healthy living, and social responsibility.

- Shoes – closed toe shoes with anti-slip sole MUST be worn AT ALL TIMES regardless of department.

Grooming & Cleanliness:

- Employees are required to have healthy hygiene habits.

Any employee whose appearance does not meet these standards will be counseled by his/her supervisor or manager. If the appearance is unduly distracting or unsafe, the employee may be sent home to correct the problem. Repeated disregard for this dress code and grooming policy may result in disciplinary action up to and including termination of employment.

JOB DESCRIPTION & DRESS CODE REVIEWED AND UNDERSTOOD:

By signing below, I certify that I have carefully read and understand the Smith Mountain Lake Branch of the Franklin County Family YMCA's Job Description and Dress Code Policy.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____