



YMCA Southcoast JOB DESCRIPTION

Job Title: Representative-Welcome Center **Job Family:** Membership
FLSA Status: Non-Exempt **Job Code:** MN 103
Revised: March 2011

Position Summary:

Delivers professional level service to all members, guests, and program participants. Responds to member and guests needs, promotes and sells memberships and programs. Maintains professional appearance of self, front desk and lobby areas.

Essential Functions:

- Provides excellent customer service experience to members, guests, and program participants in person and on the phone.
- Monitors and responds to security issues at front desk and lobby access points.
- Interviews, provide tours, and sells memberships to prospective members, and promotes renewals to existing members.
- Maintains records and accounts of front desk membership and program sales.
- Builds relationships with members; assist members to connect with other members.
- Resolves membership concerns; informs supervisor of unusual situations or unresolved issues.
- Manage front desk cash receipts, records, and reconciliation of accounts daily.
- Schedule might include opening, closing, weekend shift; week to week schedule changes as required.

YMCA Competencies:

Mission and Community Oriented: *Accepts and demonstrates YMCA values. Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them.*

People Oriented: *Seeks first to understand the other's point of view; remains calm in challenging situations. Builds rapport and relates well to others. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.*

Results Oriented: *Strives to meet or exceed goals and deliver a high value experience for members. Embraces new approaches and discovers ideas to create a better member experience. Makes sound judgments and transfers learning from one situation to another. Establishes goals, clarifies tasks, plans work, and participates in meetings.*

Personal Development Oriented: *Accurately assesses personal feelings, strengths and limitations, and how they impact relationships. Pursues self development that enhances job performance. Demonstrates an openness to change; seeks opportunities in the change process.*

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JOB DESCRIPTION**

Job Title: Representative- Welcome Center (continued)

Qualifications:

- Previous customer service, sales and/or business interaction experience
- Knowledge of general office computer and administration procedures
- Experience in interacting with people with diverse backgrounds
- Experience or ability to work under pressure; maintain composure; resolve issues
- Ability to communicate programs, conduct tours, complete sales process

Physical Demands:

- The physical demands of this position are limited and, as such, reasonable accommodations may be made to enable individuals with physical disabilities to perform the essential functions of this position.

I have reviewed the above job description and understand my responsibilities as described:

Print Name: _____ **Date:** _____

Signature: _____ **Date:** _____

YMCA Southcoast reserves the right to change and/or modify the job requirements, responsibilities, and qualifications for this position to meet changing business needs. Further, nothing in this description is intended to represent all functions, duties, and responsibilities of the associate holding this job title, or to alter the at-will nature of their employment. (See HR Policy and Procedures Manual- Disclaimer et al, 1/08)

Understood and Agreed To: Signature: _____ **Date:** _____