

## Welcome Center Staff- Leader

### Position Summary

Under the supervision of the Membership Director, Welcome Center Staff welcomes and engages all people in into the Y and serves as the primary point of contact for all information inquires. The Welcome Center is the primary point of contact for members and those interested in membership and programs. The Welcome Center also provides a secure point of entry and handles the majority of financial transactions for the Branch.

### Qualifications

- Associates degree in related field preferred or equivalent combination of education and experience.
- Must have good interpersonal and communications skills and be sensitive, adaptable, professional, and articulate when dealing with others.
- Basic math, personal computer skills and experience with standard business software.
- Ability to respond to safety and emergency situations.
- Ability to build genuine relationships with participants and maintain a welcoming environment with people from all walks of life.
- Versatility, flexibility, and a willingness to work enthusiastically within constantly changing priorities
- Must be able to maintain confidentiality.
- Ability to handle multiple tasks simultaneously and to prioritize appropriately.
- Must have effective conflict resolution skills.
- Ability to attend required trainings and meets outside of regular work schedule.
- Must be able to work autonomously within the YMCA core values of Caring, Honesty, Respect and Responsibility.
- Current CPR/AED certification or ability to become certified within first 60 days.
- Preferred: Fluent in English and Spanish in spoken and written contexts.

### Essential Functions

- Greets all members, staff and volunteers when entering the building and wishes them well when exiting the building.
- Learns member's names and uses them frequently.
- Promotes the Y mission and cause in all interactions.
- Conveys basic knowledge of all program areas to members and participants and refers members as appropriate to Y program staff or staff member.
- Informs and involves members in other Y activities and volunteer opportunities.
- Connects members to other members with similar wants, needs, and interest to create small communities within and outside of the Y.
- Readily offers financial assistance in response to every program and membership inquiry.
- Receipts program registration fees accurately.
- Accurately registers participants and receipts member and program registration fees.
- Maintains a balanced cash till and completes shift closeouts.
- Monitors facility use for members and authorized people only and assures all appropriate paperwork is complete.

- Maintains confidentiality of all member, employee and volunteer information and files.
- Performs routine locker-room checks to collect towels to ensure safety and cleanliness.
- Be attentive at all times, there is always something to do.
- Seeks first to understand the other person's point of view and remains calm in challenging situations.
- Responds to emergency situations according to YMCA practice and policy.

### **Work Conditions and 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.
- Ability to thrive in an environment with the unique challenges of a non-profit community service organization.
- Visual and auditory ability to respond to critical incidents and physical ability to act swiftly in emergency situations.
- Ability to stand or sit while maintaining alertness for several hours at a time.
- Ability to walk, stand and sit for periods of time.
- Position may require bending, leaning, kneeling.
- Ability to speak concisely and effectively communicate needs.
- Must be able to lift and carry food and supplies weighing up to 25 pounds.
- Long periods of viewing data on a computer and/or on paper.

Full Time - Non-exempt – 30-35

Benefits: health, dental, and life coverage

Salary: \$10-\$12.50/hour

Open until filled

Email employment application, cover letter, and resume to [mmonday@woodriverymca.org](mailto:mmonday@woodriverymca.org)