

WELCOME CENTER JOB DESCRIPTION

Danville Family YMCA

Position: _____ Starting Date: _____

Department: _____ Supervisor: _____

GUIDING PRINCIPLES FOR ALL STAFF

YMCA Mission: To put Christian Principles into practice through programs that build healthy spirit, mind and body for all.

YMCA Goals: In service to the community, the YMCA builds healthy spirit, mind and body by helping people develop:

Self worth	Christian principles
Positive relationships	Holistic health
Appreciation of diversity	International awareness
Leadership and service	

YMCA Theme: We build strong kids, strong families, strong communities.

YMCA Character Development: The core values that guide the YMCA in fulfilling the mission and goals are: Caring, Honesty, Respect, Responsibility

General function: This position is responsible for operating, maintaining and improving Welcome Center services and systems. The position serves members and guests, maintains member service control, answers the telephone, answers member questions and performs various clerical duties.

Entry requirements: High School diploma or equivalent required. Clerical and computer skills are needed. Outstanding people skills are required.

Know how: Enjoy, be skilled at and understand the importance of building relationships with people: members, staff, volunteers, donors, and community leaders. High degree of accuracy with information provided, multi-task oriented; able to take initiative; effective organizational skills; effective communication skills. Experience with computers, including personal computer applications such as database and word processing. Ability to develop effective working relationships, and to effectively communicate and problem-solve. Ability to respond to safety and emergency situations.

**** Physical requirements:** Ability to lift and carry at least 30 pounds. If individual must lift and carry more than 30 pounds, they must ask for assistance from another staff member. This individual may be required to stand for extended periods of time while demonstrating physical stamina and agility. **Welcome Center staff must be friendly and professional at all times.**

Activities and job segments: Carry out duties of the Welcome Center as requested. In addition:

Service skills

1. Follow the staff dress code for position.
2. Greet members and guests.
3. Show interest in their concerns.
4. Know members' names and use them in their presence.
5. Ask "satisfaction questions" about program and service.
6. Listen to suggestions and respond promptly.

7. Address of complaints/concerns immediately.
8. Provide information on facility services and programs.
9. Receipt money transactions and program sign-ups.
10. Serve as liaison between members and program supervisors.
11. Carry out other duties as assigned.
12. Answer telephones using assigned greeting.
13. Be alert to safety factors and potential hazards.
14. Always look for ways to improve performance.
15. Emphasize fun, make the Y a happy place with positive relationships.
16. Use the 15, 10, 5 rule. Eye contact, smile, engage.

Relationship skills

1. Make members feel comfortable and at ease.
2. Be open, friendly and approachable to members.
3. Initiate interaction with and between members.
4. Frequently ask if there is any way you can help.
5. Ask about family, job, hobbies, get to know personally.
6. Ask about their goals; progress, satisfaction.
7. Introduce members to other members and staff.
8. Invite members to participate in programs.

Member involvement skills

1. Be knowledgeable about program areas and share information with members.
2. Be knowledgeable about the YMCA, its programs and policies.
3. Encourage participation in facility and program orientations.
4. Be informed and up-to-date on latest developments in your field.
5. Acquaint members with other YMCA programs and benefits.
6. Recommend participation in a variety of Y programs.
7. Be able to articulate the YMCA's Mission, values, benefits.
8. Ask members to contribute to the annual campaign.
9. Be able to articulate the role and importance of volunteers.
10. Be informed about volunteer opportunities.

Effect on end results:

This position ensures that the Welcome Center functions at maximum efficiency and courtesy to fully support the customer service objectives of the YMCA:

- Program participation growth
- Increased program participants as YMCA volunteers
- Increased program participants as YMCA contributors
- High staff and member satisfaction
- Retention of members

Name: _____

I have reviewed the above job description and agree to the terms herein.

Signature: _____ Date: _____

** Denotes essential functions of the job. The YMCA promotes an equal employment opportunity work place which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your manager should you have any questions about this policy or job duties.