



GREENSBURG YMCA JOB DESCRIPTION

Job Title: Welcome Center Attendant

Reports to: Director of Member, Donor and Community Relations

Position Summary: The Welcome Center Attendant greets all members/potential members and guests. Communicates and promotes all YMCA programs, activities and services. Conducts tours, processes paperwork and enters data into the membership database. Handles all incoming and outgoing phone calls, maintains cash drawer and processes membership changes. High school diploma or GED, multitasking and customer service experience required. Hours vary early mornings, nights and weekends.

Essential Functions:

1. Perform and provide excellent customer service by exceeding member expectations. Consistently greet every person who enters the Greensburg Y, by name if known, and recognize all members and guests when they leave;
2. Engage in active listening with members and program participants in order to build relationships, understand individual's goals and interests, and take the initiative to ensure the member has a positive experience;
3. Utilize quick, calm, problem-solving methods;
4. Inform the next staff member of daily events/situations they have to know about for their shift;
5. Invite members to participate in group ex classes, personal training and other current Y programs. Be knowledgeable about program areas and share information with members;
6. Conduct Daxko entry, assigned tasks, key disbursement, answering phones, directing calls and providing accurate information, etc.
7. Enter data/payments into database ensure that money drawer is balanced;
8. Conduct prospective member tours and convert memberships;
9. Know the Code of Conduct and enforce using the "Three Strikes Rule";
10. Control access to the facility;
11. Wash towels and ensure all towels are washed at the end of the night;
12. Ensure members are happy- Assist with channel changes, machine inquiries, schedules etc.;
13. Stock necessary forms to ensure smooth, time-efficient registrations;
14. Other duties as assigned.

YMCA Competencies (Team Leader):

Mission and People Oriented: Models YMCA mission and values. Ensures high-level customer service that differentiate the YMCA from other providers

People Oriented: Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Builds relationships to create small communities. Effectively tailors communications to the appropriate audience.

Qualifications:

1. Must be 18 years of age and display the maturity to deal with a variety of circumstances and individuals.
2. Criminal, Child Abuse and FBI Clearances, pre-employment physical.

Physical Demands: The employee is occasionally required to reach with hands and arms and use legs to lift/move up to 25 lbs. occasionally.