



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## NAUGATUCK YMCA JOB DESCRIPTION

Job Title: **Welcome Center Staff**

Reports to: **Membership & Marketing Director**

FLSA Status: **Non-Exempt**

Revision Date: **3/10/2021**

Leadership Level: **Leader**

Primary Function/Department: **Membership**

### POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The **Welcome Center Staff** at the Naugatuck YMCA intentionally fosters a cause-centered culture that is welcoming, genuine, hopeful, nurturing, and determined. Responsible for any related duties, including, but not limited to, all functional procedures associated with operating the Front Desk, and accurate monitoring and control of cash receipts and reports during a shift. On duty, the membership representative must create a professional, efficient and enthusiastic setting at the Y, which encourages new member growth and current member retention. The member representative must maintain informed knowledge of all program areas to correctly handles inquires or forward to appropriate department Directors when necessary

### OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

### QUALIFICATIONS:

- Previous experience in customer service preferred.
- Previous supervisory responsibility preferred.
- Excellent personal computer skills and experience with standard business software.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.

### ESSENTIAL FUNCTIONS:

1. Welcomes all members, program participants, and guests to the Y.
2. Collect and monitor all membership cards for accuracy and validity.
3. Review all membership and program registration forms for accuracy during registration.
4. Ensure that only paid members, guest and program participants access the facility.
5. Answer multi-line telephones, handle routine inquires and relay message to the proper personnel.
6. Monitor camera security system for authorized access to building.
7. Maintain proper Front Desk support systems for all professional staff to encourage communication among departments.
8. Ensure that no one loiters behind/around/on the Front Desk.
9. Responsible to maintain a professional, efficient and positive presentation at the Front Desk.
10. Read, understand and initial communication memos daily.
11. Responsible for membership sign-up and program registration to include computer generated receipts.
12. Provide appropriate membership and program cards upon registration.

Employee Initials \_\_\_\_\_



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13. Checks daily shift receipts and shift close-outs reports for accuracy and deposits in locked office safe at the end of shift.
14. Relays daily information to next shift person.
15. Routes incoming mail to proper personnel.
16. Any other duties related to this position.
17. Reviews Emergency Procedures on a regular basis and reacts appropriately to conflict.
18. Maintains professional, personable appearance of our organization.
19. Communicate any issues with members or guests to Director on Duty.
20. Responsible for maintaining facility keys which grant access to welcome center and offices.

#### **LEADERSHIP COMPETENCIES:**

- Engaging Community
- Communication & Influence
- Inclusion

#### **WORK ENVIRONMENT & 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.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- Physical activities of this position may include: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, lifting, usage of fingers, talking, hearing, and repetitive motions. Such activities may take place between 50 – 90% of the time during regular duties.
- The employee must occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- Worker is subject to environmental conditions. Protection from weather changes but not necessarily from temperature changes. Subject to both environmental conditions, due to activities occurring inside and outside.
- Physical demands of position may include light work such as exerting up to 20 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as light work.
- The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities and structures.
- The noise level in the work environment is usually moderate.

#### **SIGNATURE:**

I have reviewed and understand this job description.

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Employee's name

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Employee's signature

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Today's Date