



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

**Oswego YMCA
Job Description
Welcome Center Staff**

TITLE: Welcome Center Staff

SUPERVISOR: Membership Coordinator

STATUS: Part-Time

POSITION SUMMARY:

This position supports the work of the YMCA, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. Welcome Center Staff deliver excellent service to all members, guests and program participants, engaging members by having a general knowledge of memberships and all Y programs and services.

Responsibilities

- Provides excellent service to members, guests and program participants in the Y and on the phone, contributing to member retention.
- Conducts interviews and/or tours responsive to the needs of prospective members; sells memberships.
- Builds relationships with members; helps members connect with one another and the YMCA.
- Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
- Applies all YMCA policies to support member services.
- May monitor the facility areas as required.
- Actively participates in department and branch staff meetings and/or related trainings.
- Performs other duties as assigned.

YMCA COMPETENCIES

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits members and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

Qualifications

- At least 17 years of age.
- Excellent interpersonal and problem solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Previous customer service, sales or related experience.
- Basic knowledge of computers.
- Ability to work independently with attention to detail required.
- Complete before first shift: Daxko Operations Training
- Complete within 30 days of hire: Mandated Reporter Training
- Complete within 90 days of hire: CPR; First Aide
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community and successful clearance of background check.

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.
- The employee frequently is required to sit and reach, and must move be able to move around the work environment.
- Sufficient strength, agility and mobility to perform essential functions required.
- Regular scheduled, on-site attendance required.

The Oswego YMCA is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the Oswego YMCA will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

We understand and mutually accept that the above referenced job description represents our agreement as to the job be performed.

Signature _____ Date ____/____/____

Employee

Signature _____ Date ____/____/____

Supervisor