



We build strong kids,
strong families, strong communities.

Job Description

Title: Member Services Associate - Welcome Center
Reports to: Member Services Coordinator
Status: Part-time (may include evening and weekend hours)
Rate of Pay: \$8.00/hr starting, DOE

General Accountability:

At the YMCA Welcome Center, this position provides the first contact with members and potential members/participants. Customer service is provided in a welcoming, positive and friendly manner. Of primary importance is the ability to provide outstanding service to the immediate needs of YMCA members, program participants and visitors. This position is responsible for monitoring the flow in and out of the facility, ensuring confidentiality, safety, security and efficiency.

Skills/Qualifications:

Customer service experience is highly preferred. Must be able to multi-task and maintain a positive and friendly attitude in an oftentimes busy work environment. Must be reliable and have good judgment. Computer experience helpful. Must maintain current CPR and First Aid Certification (offered at YMCA). High School diploma or equivalent preferred.

Essential Duties and Responsibilities:

1. Greet customers in an outgoing, welcoming manner.
2. Check membership cards and/or class receipts and admit them to the facilities.
3. Sign in visitors & group homes
4. Hand out shower towels for members signed up for towel service.
5. Keep workout towels always available
6. Hand out locks, basketballs and other loaned equipment
7. Collect and hand out lost & found items
8. Keep work area neat and presentable.
9. On appropriate shifts, open and/or close facility by following the procedure guidelines.
10. Keep yourself informed by reading the Daily Press and desk log each day.
11. Be willing to go the extra step when performing job functions and show initiative and resourcefulness in seeking out information regarding classes, programs and events.
12. Make decisions and use good judgment regarding members and the facility.
13. React in a mature and responsible manner to emergency situations and know when to handle a situation alone and when to call for assistance.

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 hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.



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Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally works in outside weather conditions.

The noise level in the work environment is usually moderate.

Effect on End Result:

This position has a primary impact on the over-all perception of the Y as an organization by members, program participants and visitors. The incumbent has a primary impact on the effectiveness of communications from the Membership Director to the community.

I have read and understand the above job description for the job I have been hired.

Employee Signature _____

Date _____

Supervisor Signature _____

Date _____