



# Hastings Family YMCA Job Description

POSITION: Welcome Center (Front Desk)

NUMBER OF HOURS PER WEEK: Part-time position (12-30 hours per week)

REPORTS TO: Membership Director

## ENTRY REQUIREMENTS:

1. Must be able to communicate, manage, and interact with children and adults.
2. Must be able to communicate clearly with managers and other personnel.
3. The candidate will frequently be required to stand and walk for long periods of time. In addition to the other requirements, the candidate may be asked to lift up to 50-pounds as well as bend, stoop, crawl etc. on an as-need basis in order to interact with members and perform facility duties.
4. Must be available to work nights and/or weekends.
5. High school diploma or general education degree (GED) preferred.
6. Must complete a full background check before being hired.

## JOB REQUIREMENTS:

1. Must make members and guests feel comfortable and at ease while at the Hastings YMCA. The candidate must be open, friendly and approachable to members, this includes but is not limited to:
  - a. Showing interest in the lives and concerns of members and guests this includes but is not limited to asking about family, job, and hobbies.
  - b. Knowing the name of members and using them in their presence.
  - c. Asking questions about programs and experience.
  - d. Listening to questions and responding promptly.
  - e. Initiate interaction with and between members and guests.
  - f. Asking if there are any ways you can help.
2. Adhering to all YMCA policies and procedures as outlined in the employee handbook and trainings.
3. Possess a basic knowledge of the YMCA's history, mission, vision, and values.

## SPECIFIC DUTIES:

1. It is the primary responsibility of all welcome center staff to make members and guests feel welcome in our facilities, this includes but is not limited to:
  - a. Greeting and saying good bye to members and guests when they come and go from the facility
  - b. Addressing complaints/ concerns immediately (if possible)
  - c. Providing information on facility services and programs
2. Being alert of potential safety factors, this includes but is not limited to:
  - a. Documenting injuries to staff, members, and guests
  - b. Enforcing YMCA rules and procedures
  - c. Restricting the use and notifying supervisors of dangerous or broken areas items in the facility.
  - d. Monitoring the cleanliness of the facility
  - e. Securing all potentially hazardous substances and tools.



3. Welcome Center staff must be informed and up-to-date on the latest YMCA developments. It is the responsibility of the Welcome Center staff to serve as a liaison and first contact point between members/guests and program directors, this includes but is not limited to:
  - a. Answering telephone calls
  - b. Providing information on programs and services
  - c. Encouraging members and guests to participate in programs and services.
  - d. Asking members to volunteer or contribute to the Annual Campaign and other YMCA events.
  - e. Receipt money transactions and program registrations.
4. Must attend all formal training meetings and read training memos.
5. Perform Opening/Closing duties as assigned
6. Perform any additional duties as assigned by supervisory staff.

### **YMCA COMPETENCIES (Leader):**

*Mission Advancement:* Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers 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:**

1. Certifications required within 60 days of hire: CPR/AED, and First Aid.
2. Maintain a flexible schedule.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
4. Previous customer service, sales or related experience.
5. Must read and follow all YMCA policies and procedures outlined in the employee handbook, and live up to YMCA standards while performing job duties.
6. Must complete a full background check before being hired.

### **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 communicate using a computer, radio and phone/smart device.
- The employee frequently is required to stand, stoop and bend, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

**SIGNATURE:**

I have reviewed and understand this job description.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

Today's date: \_\_\_\_\_