



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF ITHACA AND TOMPKINS COUNTY JOB DESCRIPTION

Job Title: **Welcome Center Representative**

Shifts: Part Time Monday-Friday, 27.5 hours per week
5:45AM-11:15AM and 1:45PM-7:15PM

FLSA Status: Non-exempt

Starting Pay Rate: \$14.00 per hour

Reports to: Membership Director

Revision Date: 1/26/21

Primary Function/Department: Welcome Center

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. Welcome Center Representatives at the YMCA of Ithaca and Tompkins County maintain a supportive, positive atmosphere that welcomes and respects all individuals. Welcome Center Representatives respond to member and guest needs and promote memberships and programs.

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.

ESSENTIAL FUNCTIONS:

1. Responds to the individual needs of our members and guests starting with greeting everyone.
2. Check-in, screen, and temperature check all members and guests.
3. Provides excellent service to members, guests, and program participants in the Y facility and on the phone, contributing to member retention.
4. Maintains cleanliness, sanitization, and organization of the Welcome Center area including keeping all forms, supplies, and merchandise stocked.
5. Sells memberships, highlighting the many benefits that it offers that individual or family.
6. Develops and maintains positive relationships with volunteers and members and helps members connect with one another and the Y.
7. Serves others by intentionally welcoming, connecting, and supporting members, and inviting them to get involved and give back to the community.
8. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
9. Utilizes Daxko Operations to complete membership and donor transactions.
10. Conducts all frontline financial transactions; following cash management and receipting procedures.
11. Applies and enforces all YMCA policies dealing with member services.
12. Completes filing, paperwork, and other tasks as needed or requested by the leadership team.



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QUALIFICATIONS:

- Minimum of 18 years of age.
- High school diploma or GED.
- Previous customer service, sales or related experience.
- Work history that demonstrates strong work ethic, punctuality, and reliable attendance.
- CPR/AED and Emergency O2 Administration Certifications required within 30 days of hire. (Covered by YMCA if not currently certified)
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community
- Basic knowledge of computers and computer applications. Working knowledge of Daxko Operations or Engage as well as Google based operations is a plus.

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.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 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.
- Will need to wear a mask and other personal protective equipment at all times.

ADDITIONAL BENEFITS:

- 403B Tax-Deferred Retirement Savings Plan through YMCA Retirement Fund
- Free individual YMCA membership.
- 50% off YMCA program registrations
- Closed most major national holidays including Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.