



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## MANSFIELD AREA Y

**Job Title: Welcome Center Associate**

Job Code: 02-03

**FLSA Status:** Part Time/Non Exempt

Job Grade: L

**Reports to:** Director of Membership & Healthy Living

Revision Date: 3/30/18

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### POSITION SUMMARY:

Under the direction of the Director of Membership & Healthy Living, in cooperation with other Y staff, the Welcome Center Associate is responsible for: delivering excellent service to all members, guests, and program participants; responds to member and guest needs; promoting memberships and programs; and maintaining cleanliness and organization of the lobby area. Candidate will also be fiscally responsible when handling money transactions. The Welcome Center Associate must demonstrate a commitment to the YMCA core values of caring, honesty, respect and responsibility.

### 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. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
2. Provides accurate service to members and guests when handling transactions at the Welcome Center desk.
3. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
4. Builds relationships with members; helps members connect with one another and the YMCA.
5. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
6. Applies all YMCA policies dealing with member services.
7. Manages locker keys and towels; may monitor the locker rooms as required.

### 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. Excellent interpersonal and problem solving skills.
2. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
3. Previous customer service, sales or related experience preferred.
4. Basic knowledge of computers and the ability to master the YMCA proprietary software ThinSoft quickly.

**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 towels 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.

**AGREEMENT:**

This job description is not an expressed or implied contract. The Mansfield YMCA reserves the right to change this job description as necessary. Having read and understood my job description, expected work schedule, and rate of compensation, I accept the position of Welcome Center Associate for the Mansfield Area Y.

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Welcome Center Associate signature

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Date

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Director of Membership & Healthy Living signature

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Date

