



DOOR COUNTY YMCA
JOB DESCRIPTION

Position Title: Welcome Center
Classification: Part time, Hourly
Position Grade: Grade E
Payroll Code: REC, FTR, NDO

General Function:

Under the direction of the Member Services Director, the Receptionist is responsible for providing quality customer service and strengthening Christian values through constant nurturing of Body, Mind and Spirit.

Entry Requirements:

To be considered for the Receptionist position the applicant must:

- Be at least 16 years of age (age 18 to work shift alone).
- Possess current CPR, First Aid and AED (defibrillator) Certifications (within 30 days).
- Must be able to type, use the phone and have experience working with computers.
- Must be able to multi-task.
- Prior office practice experience preferable.

General Job Requirements and Factors:

- Uphold the mission statement of the YMCA- *to put Christian/Judeo principles into practice through programs that build healthy spirit, mind and body for all.*
- Help to instill the YMCA core values of Caring, Respect, Responsibility and Honesty in our members and participants.
- Know and enforce all YMCA rules and policies.
- Familiarize yourself with all YMCA programs and activities and promote them to potential participants.
- Be aware of and implement all safety precautions including emergency procedures when necessary as outlined in the YMCA Risk Management Plan.
- Assist in keeping facilities clean.
- Must be attentive and alert, making good decisions utilizing sound judgment.
- Read, support and adhere to all work rules and conditions as specified in the Employee Handbook.
- Always provide quality customer service, dealing with negative situations with a positive Christian attitude.
- Do routine safety inspections of equipment and pool area.
- Know, understand and implement policies relating to the Risk Management Plan and Blood Borne Pathogens (as outlined in the respective handbooks). Understand that you may be exposed to blood borne pathogens in your work.

Specific Activities:

- Arrive 5 minutes prior to scheduled time. Arrive 15 minutes early when scheduled to open facility.
- Read the YMCA Daybook upon start of shift.
- Be familiar with the procedures outlined in the Daxko binder.
- Act as the spokesperson for the YMCA to those who come to the front desk.
- Be familiar with YMCA staff and their responsibilities/departments.
- Attend all scheduled work times and meetings. Arrange for substitutions when unable to attend and notify Supervisor of absences.

Candidates must be able to handle a fast-paced, high energy environment. The ability to handle several tasks at once is mandatory. Good office skills are essential to providing excellent customer service.

- Thoroughly understand all membership categories, be a positive sales person for the YMCA; explain all membership categories and procedures to prospective members and be able to quickly set up memberships in the YMCA database.
- Upon completion of training, know, understand and implement all MemberST procedures including registration for programs, memberships, and the cash receipts involved.
- Communicate openly with your direct supervisor any concerns, questions, suggestions or criticisms, you may have heard.
- Be responsible for keeping accurate records.
- Balance your close out at the end of your shift.
- Assist in supervision of facility and participants, or in the absence of the coverage person, supervise facility and participants.
- Assist coverage staff in providing care of any injured participants, or provide care in the absence of a coverage staff person.
- Implement YMCA Risk Management policy and procedures in the case of an emergency situation.
- Dispense accurate and timely information regarding the YMCA.
- Be knowledgeable about all YMCA programs, policies and procedures.
- Wear YMCA staff shirt (or other appropriate clothing) and nametag at all times when on duty.
- Work with and help train other department employees.
- Be visible, friendly and deal directly with behavior problems.
- Complete secretarial duties as needed for YMCA staff. Check the "to do" box daily.
- Report any problems to the Supervisor immediately.
- Report any equipment and facilities defects or safety concerns.
- Personal activities (balancing checkbook, reading magazines, eating at front desk) should be restricted. Make sure all YMCA work is complete, and check the daybook for things to do.

Effect On End Results:

- Develop a positive attitude in the community towards the YMCA and its programs;
- Facilitate growth in program participation enrollment;
- Foster a healthy self-image of participants;
- Maintain a safe, friendly and positive learning environment.

I have reviewed this job description with my supervisor, and all of my questions have been answered.

Employee

Date

Supervisor

Date