



## **DOOR COUNTY YMCA Job Description Welcome Center Coordinator**

**Position Grade:** Full-time, Exempt (40-42 hours+ per week)  
**Reports to:** Membership and Marketing Director, Sturgeon Bay

### **General Function:**

Under the direction of the Membership and Marketing Director, the Welcome Center Coordinator is responsible for meeting new prospective members, providing quality customer service, performing day to day center routines, and strengthening Christian values throughout the organization by continual nurturing of Body, Mind and Spirit.

### **Entry Requirements:**

To be considered for the Welcome Center Coordinator position, the applicant:

- Must enjoy working with people and possess an outgoing personality.
- Must be detail oriented and a self-starter.
- Must be able to work a flexible schedule, with the ability to work weekend and evening shifts.
- Must be a team player who is willing to take on additional tasks as needed.
- Be at least 18 years of age.
- Possess current Listen First, CPR, First Aid and AED (defibrillator) Certifications.
- Must have strong knowledge and experience with MS Office and other software programs
- 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 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.
- 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.
- 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:**

- Using Listen First skills, set, role model, and exceed member service expectations for our members and guests (both internal and external)
- Dispense accurate and timely information regarding the YMCA.
- Dispense accurate and timely information regarding the YMCA.
- Upon completion of training, know, understand, implement and become the "go-to" person for all MemberST procedures including memberships and programs
- Balance your close-out at the end of your shift and deposit into safe
- Hire, train, mentor and coach Welcome Center employees in Sturgeon Bay
- Coordinate Welcome Center staff schedules.
- Order office supplies, including toner for copiers, laminates, postage machine supplies, etc.
- Assist in packet assembly, including LiveStrong at the YMCA, employee packets.
- Send New Member letters at 30 and 90 days.
- Send age notification letters to members turning 13, 18, 24 and 65 years of age.
- Arrive 5 minutes prior to scheduled time. Arrive 15 minutes early when scheduled to open facility.
- Ensure appropriate communications are contained with the YMCA Daybook; read and update daily.
- Be familiar with YMCA staff and their responsibilities/departments.
- Coordinate and communicate Welcome Center meetings ahead of each session.
- Communicate openly with your direct supervisor any concerns, questions, suggestions or criticisms, you may have heard.
- 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.
- Thoroughly understand all membership categories, be a positive sales person for the YMCA; explain all membership categories and procedures to prospective members.
- Be knowledgeable about all YMCA programs, policies and procedures.
- Complete secretarial duties as needed for YMCA staff. Check the "to do" box daily.
- Wear YMCA appropriate clothing and nametag at all times when on duty.
- Be visible, friendly and deal directly with behavior problems.
- Report any equipment or facilities defects, or safety concerns, to the proper staff person.

**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.

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Employee

Date

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Supervisor

Date

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