



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BAKER COUNTY YMCA JOB DESCRIPTION

Job Title: **Volunteer Greeter**

Reports to: Facilities Manager

Revision Date: 10/30/18

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility. Consistent with the Christian mission and vision of the Baker County YMCA, and in cooperation with other YMCA staff, under the direction of the Facilities Manager, the Volunteer Greeter is responsible for welcoming all members and visitors who enter the YMCA facility while creating a culture of outstanding customer service and community.

ESSENTIAL FUNCTIONS:

- Model the YMCA core values: Caring, Honesty, Respect and Responsibility
- Ensure safe and risk free environment at all times while meeting the individual needs of the participants
- Arrive for volunteer shift on time wearing a YMCA staff shirt to signify a staff person ready to serve
- Greet and welcome every member with a “hello” or “goodbye” as they enter or leave the YMCA building
- Open doors for those in need of assistance
- Walk guests to their cars with umbrella during inclement weather
- Direct people to check-in at the front desk.
- Meet & Greet People: Go out of your way to initiate interactions with others and be open to new relationships
- Smile: Greet others by smiling, looking them in the eye, and using their name
- Listen: Discuss items of interest that are meaningful to the other person and listen intently
- Follow through on all requests until they are handled by you or another staff person
- Professionalism: actions, conversations, appearance – you represent the YMCA

QUALIFICATIONS:

Passion, enthusiasm, and commitment to the mission and cause of the YMCA

An enthusiastic personality with the desire to serve members, volunteers, guests, participants and staff to create a culture of service within our Centers

Strong interpersonal and communication skills and the ability to relate effectively to diverse groups of people from all social and economic segments of the community

- Must present a professional image and possess conflict resolution skills, and demonstrate sound judgment, initiative, versatility, and independent thinking
- Must be able to maintain confidentiality of information
- Ability to work a flexible schedule
- Minimum 16 years of age

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an volunteer to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Sufficient strength, agility and mobility to perform essential functions of position

SIGNATURE:

I have reviewed and understand this job description.

Volunteer's name

Volunteer's signature

Today's date: _____