



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

BAKER COUNTY YMCA

Job Title: **WELCOME CENTER STAFF**

Job Category: Hourly

FLSA Status: Non-Exempt

Starting Wage: Minimum wage

Reports to: Membership Director

Revision Date: March 2019

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. Under the guidance and supervision of the Membership Director or Member Service Lead, the Welcome Center staff is responsible for promoting a positive, professional and welcoming atmosphere by providing excellent customer service and exemplifying our Y values.

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.

QUALIFICATIONS:

1. At least 16 years of age.
2. Alarm/Emergency Procedures training within 24 hours of hire and annually thereafter.
3. CPR, First Aid, AED certifications within 90 days of hire.
4. Living The Cause, Listen 1st, and Child Abuse Prevention trainings within 6 months of hire date.
5. Previous customer service, sales or related experience.
6. Basic knowledge of computers.
7. Excellent interpersonal and problem solving skills.
8. Have cash handling skills and the ability to reconcile shift transactions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

All Welcome Center staff are expected to fulfill the following functions:

1. Perform and provide excellent customer service skills by exceeding member expectations. Consistently greet every person who enters the Y (by name, if known) and recognize all members and guests when they leave.
2. Register for membership and/or programs by inputting date in the computer, collecting the proper payment and verifying the accuracy of information on Y forms.
3. Be knowledgeable about all Y programs and sell them effectively. This includes being familiar with all current program information, upcoming events and other special activities. If information is not available, be responsible for obtaining the correct information, updating front desk resources and providing information to members.

4. Assist in controlling access to the facility.
5. Engage in active listening with members and program participants in order to build relationships, understand individual's goals and interests and take the initiative to ensure the members has a positive experience. Responding to member's needs may require contacting appropriate personnel when necessary.
6. Effectively negotiate and resolve customer/member service problems. Use appropriate forms to communicate concerns or praise. Inform supervisor of unusual situations or unresolved issues.
7. Keep all other shifts and staff updated on any information and communication necessary to do their jobs efficiently and effectively.
8. Provide member/potential member facility tours as needed, sharing the Y mission, in an accurate and courteous manner.
9. Assist in maintaining a clean lobby area.
10. Need to complete daily cleaning tasks and initial checklist upon completion when working the cleaning shift.
11. Conduct building checks every 30 minutes & initial checklist upon completion. If assistance is needed, please ask other personnel to help with the building checks.

In addition to the essential duties and responsibilities, Welcome Center Staff will:

- Pursue/participate in ongoing member service training.
- Participate in the annual campaign by giving, campaigning or both
- Attend Welcome Center staff meetings

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- Must be able to move freely and quickly throughout the Y facility.

RISK MANAGEMENT PRACTICES:

- We are responsible for taking notice of any and all safety risks across facility and shall communicate all safety concerns immediately.
- We continually check and respond to: equipment conditions, facility cleanliness, snow removal and basic repairs.
- We recognize Child Abuse Prevention is a team effort and we are required to take all measures to prevent and report any potential abuse.
- We are knowledgeable of emergency procedures and are prepared to respond.

STAFF ENGAGEMENT AND CONDUCT:

- We must be prepared to work at scheduled time (on the floor, not just in the building), be mentally present, wear proper work attire and have necessary supplies for shift.
- We are actively aware of members, compliant with cell phone policy, focused on key elements of your position, attentive, energetic and upbeat about our work.
- We communicate gentle reminders of safety of equipment use, language and other rules that fall within the Y Mission.
- We will honor confidentiality in all programs and areas.
- We will not have our friends present during our shifts.
- We give all members the attention they deserve.
- We will respond to all messages, comments, etc. within a 24 hour period.

UNDERSTANDING AND LIVING THE Y MISSION:

- We are knowledgeable about our financial assistance opportunities and the impact our programs have in our community.
- We honor and practice inclusion promoting an open, honest and enjoyable work environment.
- We speak and respond in the “Y Voice” using positive adjectives and authentic, nurturing word choices.
- We greet EVERYONE we encounter with eye contact and a smile.
- We treat all staff with the utmost respect. Living our mission starts with positive internal relationships.
- We give respectful and correctly directed feedback.
- We recognize our responsibility to be fiscally responsible: by maintaining our facility, turning off lights/water when not in use, accurately reporting time on timesheets and being prudent/cautious in ordering/purchasing supplies.

CAUSE DRIVEN LEADERSHIP COMPETENCIES:

Advancing our Mission & Cause

Change Leadership: Facilitates, co-creates, and implements equitable change for the good of the organization and/or community.

Engaging Community: Builds bridges with others in the community to ensure the Y’s work is community focused and welcoming of all, providing community benefit.

Philanthropy: Secures resources and support to advance the Y’s work.

Volunteerism: engages volunteers and promotes social responsibility at all levels of the organization.

Building Relationships

Collaboration: Creates sustainable relationships within the Y and with other organizations in service to the community.

Communication & Influence: Listens and expresses self effectively and in a way that engages, inspires, and builds commitment to the Y’s cause.

Inclusion: Values all people for their unique talents, and takes an active role in promoting practices that support diversity, inclusion, and global work, as well as cultural competence.

Leading Operations

Critical Thinking & Decision Making: Makes informed decisions based on logic, data, and sound judgment.

Fiscal Management: Manages the Y’s resources responsibly and sustains the Y’s nonprofit business model.

Functional Expertise: Executes superior technical skills for the role

Innovation: Creates and implements new and relevant approaches and activities that improve and expand the Y’s work and impact in the community.

Program/Project Management: Ensures program or project goals are met and intended impact occurs.

Developing & Inspiring People

Developing Self & Others: Develops self and supports others (e.g., staff, volunteers, members, program participants), both formally and informally, to achieve their highest potential.

Emotional Maturity: Demonstrates ability to understand and manage emotions effectively in all situations.

At least annually, the Baker County YMCA will review its organizational goals and objectives. The implementation of specific objectives will be part of the job description and will be reviewed annually. Additional responsibilities may be added where deemed necessary