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YMCA OF LANSING JOB POSTING

Welcome Center Staff

General Function: The Oak Park YMCA is seeking a Welcome Center staff person who is responsible for engaging and building relationships with members while registering individuals for memberships and programming. Responsible for providing excellent service and engagement to all members, guests, and program participants in person and on the phone to ensure the purpose, mission and values of the YMCA are met.

Job Requirements:

- 18 years of age or older
- Requires a friendly, outgoing, and enthusiastic personality
- Must have strong relationship building skills & excellent communication skills.
- Ability to make and close new sales, and develop relationships with existing members.
- Computer skills a must.
- Promote and represent the mission and core values of the YMCA of Lansing.
- Ability to respond to safety and emergency situations if needed.
- Availability on evenings and weekends preferred

Position Responsibilities:

1. Serves as a role model for members and Y staff by living the YMCA mission, vision and values of the YMCA movement at all times.
2. Creates a culture of member service including a welcoming environment that encourages lifelong YMCA memberships.
3. Monitors building access by properly checking Y membership and class/program participants.
4. Attends all welcome center staff meetings.
5. Be on time, in uniform and exemplify caring, honesty, respect, & responsibility for all assigned shifts.
6. Answers phones, provides exceptional information and excellent customer service, take messages or routes calls to proper person.
7. Process all transactions using Membership software to assist with membership, program registration, and other transactions that arise.
8. Collect and process all fees, issues receipts, practices proper cash handling procedures, and prepare end of shift summary report.
9. Keeps reception and lobby areas clean, orderly and attractive.
10. Handles incidental clerical work and other jobs as assigned by management staff.
11. Provides membership information and facility tours to perspective members, when asked by management staff.
12. Helps solve problems when minor incidents and member complaints occur and notify appropriate management personnel.
13. Establishes and maintains good communication with all members, participants, co-workers and supervisor.
14. Actively participates in maintaining all necessary certifications and obtaining association requirement YMCA trainings.
15. Maintains a positive attitude and acts in a professional manner when interacting with members, program participants and other staff at all times.
16. Reports member and guest comments, suggestions, complaints, concerns, and problems to supervisor in a timely manner.
17. Engage with all members, participants, and parents to build strong relationship towards the advancement of the Y
18. Assist in the Annual Campaign as needed
19. Take potential members on facility tours using Listen First skills, collecting contact information to properly track tour.
20. Other duties as assigned

Disclaimers:

- Must complete successful background screening.
- This job description may not be all-inclusive and employee is expected to perform all other duties as assigned by direct management.
- Job descriptions and duties may be modified when deemed appropriate by management.

Salary: part time work schedule with a max of 28 hours a week; \$9.25/hour

Include: Cover letter, resume, three references.

Contact: Amy Stearns, Director of HR & Risk, careers@ymcaoflansing.org