

YMCA OF THE NORTHWOODS
Job Description

Job Title: **Welcome Center Lead**
FSLA Status: Non-Exempt
Reports To: Membership Director or Executive in Charge

General Functions:

Under the direction of the Membership Director or Executive in charge, the Welcome Center Lead, in harmony with the Christian nature and Mission of the YMCA, as well as the established goals and objectives of the YMCA, shall be responsible for the supervision and management of the Welcome Center functions focusing on excellent customer service and appropriate scheduling relating to the Association. In general, the role of the Welcome Center Lead is to build relationships with and between staff members, volunteers, members, program participants and the communities the YMCA serves.

Specifically, the Welcome Center Lead must assist in creating an atmosphere that facilitates customer service, communication, and teamwork at the Welcome Center.

Skills and Qualifications:

The Welcome Center Lead in general requires excellent communication skills, excellent relationship building skills, the ability to model the YMCA Core Values and have the ability and desire to make a personal connection with the communities the YMCA serves.

Specifically, the Welcome Center Lead must have the ability to supervise other Welcome Center staff, demonstrate the willingness to learn and accept responsibility, to take initiative, be flexible, use sound judgment and work harmoniously with a variety of people including program participants, volunteers, and staff. This person should have a commitment to the YMCA's mission and purpose and knowledge of how it is accomplished throughout the association. This position requires strong organizational skills, excellent oral and written communication skills, the ability to prioritize workloads to meet deadlines, and must maintain a high level of confidentiality. This position requires a high school diploma or equivalent, supervisory experience, knowledge of basic accounting procedures, and the ability to operate all other general office equipment. The Welcome Center Lead must be certified in CPR and First Aid or gain completion of certifications within 90 days of employment.

Physical Requirements:

The Lead must be able to lift 25 pounds regularly and up to 50 pounds occasionally. Must be able to see, hear and speak, kneel and squat. Standing or walking up to 50% of the shift. Sitting up to 50% of the shift.

Essential Functions:

- Provide outstanding member services to prospective members, including tours, orientation, membership sign-ups, Member Appreciation days and other various membership functions.
- Recruit volunteers for the association.
- Assist the Membership Director with membership/administrative functions; maintain quality control over membership area and provide proper coverage to maintain established Welcome Center hours.
- Assist in preparing annual budget for the department in consultation with the Membership and Marketing Director.
- Able to head all Welcome Center staff meetings. Assure own professional growth and maintain required certifications.
- Provides for training and development of the Welcome Center staff.
- Appraises Welcome Center personnel for job performance and responsibilities.
- Maintains current knowledge of YMCA programs, policies, and initiatives to keep the Welcome Center team informed and aligned in delivering accurate guidance and seamless member experience.
- Manages the office supplies, which include inventory and ordering.
- Responsible for billing corporate accounts and collecting past due accounts.
- Adhere to all policies, procedures and guidelines of the association and enforce them consistently.
- Maintain efficient operation of office equipment, copy machine, postage machine, etc.
- Promotes membership and program enrollment and aids in assimilation of new members into specific programs.
- Prepare and maintain reports for membership.
- Provide clerical and administrative support to the Directors or assign these tasks to other staff.
- Exemplify the YMCA character values in all aspects of job performance and relationships with others.
- Maintain a flexible work schedule to accommodate the needs of the Welcome Center.
- Act as a liaison between the YMCA of the Northwoods, program participants, parent/guardians and the community.
- Perform all other duties as assigned by the Membership and Marketing Director or Executive in charge.

Effect on End Results:

Effective relationship building that manifests into personal relationships with members, staff, volunteers.

Works well with other staff to promote YMCA values.

Models the YMCA Mission and Values while on the job.

Provide Membership and Marketing Director with efficient support through completion of all designated support/clerical projects.

Provide quality reports and correspondence to appropriate staff and volunteers in a timely manner.

The quality of finished correspondence, reports, etc., will reflect the professional image of the YMCA of the Northwoods.

Deadlines will be met, resulting in an efficiently functioning office.

A quality Customer Service philosophy will be incorporated into the daily work of the department.

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. I understand and mutually accept the above descriptions of the job to be performed:

Welcome Center Lead

Date

Membership Director

Date