

## **Franklin County's Y - Welcome Center Representative**

### **Position Summary:**

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area, sanitizing stations, and throughout the building.

### **Essential Functions:**

1. Provides excellent service to members, guests, and program participants in the facility and on the phone, contributing to member retention.
2. Consistently greet every person who enters the YMCA (by name, if known) and recognize all members and guests when they leave.
3. Checks in members at Main and Hope Street entrances; tours prospective members; sells memberships.
4. Answer phones, direct calls, and provide accurate information about membership and programs.
5. Builds relationships with members; helps members connect with one another and to the YMCA.
6. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
7. Applies all YMCA policies dealing with member services.
8. Data entry, filing, mailings, and cleaning projects; other duties as needed.

### **Qualifications:**

1. Excellent interpersonal and problem solving skills.
2. Ability to connect with people of diverse backgrounds.
3. Interest in promoting Health & Wellness.
4. Commitment to providing positive customer service.
5. Computer knowledge and data entry skills.

### **YMCA Competencies:**

- Accepts and demonstrates the Y's values.
- Demonstrates a desire to serve others and fulfill community needs.
- Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Builds rapport and relates well to others.
- Listen First/Motivational Interviewing Skills: Seeks first to understand the other person's point of view, remains calm in challenging situations, and listens for understanding and meaning.
- Makes sound judgments and transfers learning from one situation to another.
- Embraces new approaches and discovers ideas to create a better member experience.
- Pursues self-development that enhances job performance.
- Assesses personal feelings, strengths and limitations, and how they impact relationships.
- Has the functional and technical knowledge required to perform computer tasks and demonstrates up-to-date knowledge and skills in technology.