



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# OPPORTUNITY AWAITS

**WORK  
AT THE Y!**

## WELCOME CENTER ASSOCIATE STURGEON BAY PROGRAM CENTER

Welcome Center Associates are responsible for handling all customer service transactions at the Welcome Center desk, including answering phones, meeting and greeting customers, giving tours, selling memberships, registering members for programs, making reservations, and assisting with various projects. At times, staff will be required to work with minimal supervision and must be able to multitask and troubleshoot while maintaining a positive attitude and calm demeanor.

Welcome Center Associates will be positive and friendly, have good communication skills and enjoy working with members of all ages.

### Starting Wage:

- \$10+ hourly, with FREE MEMBERSHIP and program discounts

### Hours:

- Part-time, Hourly
- Flexible scheduling, including days, nights and weekends



Working at the Y, you'll **discover more than a job** —you'll enjoy a career with a future and the opportunity to **make a lasting difference** in the lives of those around you. If you are a person who wants more than just a job, who wants your efforts to have an impact on your community and who wants to work in a welcoming and positive environment, then you are someone we'd like to work with us.

**Applications will be screened immediately. APPLY TODAY!**

Please visit [doorcountyyymca.org](http://doorcountyyymca.org) for a full job description, and a list of other opportunities or to download an application.

**FLEXIBLE  
SCHEDULE**

**PROFESSIONAL  
DEVELOPMENT**

**FREE  
Y Membership**

**DISCOUNTS  
ON Y  
PROGRAMS**

**IT'S FUN!**

Be an integral part of two great community centered programs.

**BUILD  
RESUME  
SKILLS**

**CAUSE  
DRIVEN**

Work with passionate people and help make our community a better place!

**DOOR COUNTY YMCA | [www.doorcountyyymca.org](http://www.doorcountyyymca.org)**

**Northern Door Program Center**  
3866 Gibraltar Road, Fish Creek, WI 54212  
920-868-3660

**Sturgeon Bay Program Center**  
1900 Michigan Street, Sturgeon Bay, WI 54235  
920-743-4949



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## DOOR COUNTY YMCA

Job Title: **Welcome Center Associate**

Job Code: SBREC, NDREC

FLSA Status: Part Time/Hourly

Job Grade: Grade H

Reports to: Welcome Center Coordinator (SB)/ Membership Specialist (ND)

Revision Date: 7/27/21

Leadership Level: Team Leader

Department: Member Services

### 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. The Welcome Center Associate is responsible for providing quality customer service to all customers per the YMCA Core Values of Caring, Respect, Honesty, and Responsibility.

### 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.

### ESSENTIAL FUNCTIONS:

1. Provide excellent customer service to all members and guests in the Y and on the phone, contributing to member retention. Dispense timely and accurate information regarding membership and program offerings to potential members and existing members and guests.
2. Thoroughly understand all membership categories, be a positive sales person for the YMCA; explain all membership options to prospective members and accurately and timely set up memberships.
3. Be aware of and implement all safety precautions, including emergency procedures when necessary, as outlined in the YMCA Risk Management Plan.
4. Arrive 5 minutes prior to schedule time or 15 minutes early when scheduled to open the facility.
5. Read Daybook and mail upon start of shift. Be familiar with and apply all YMCA policies dealing with members services.
6. Be familiar with YMCA staff and their responsibilities and departments.
7. Know, understand, and implement all Daxko procedures including registration for programs and memberships.
8. Balance the till when scheduled for an opening or closing shift.
9. Conduct interviews and/or cause-driven tours responsive to the needs of prospective members.
10. Communicate all concerns, questions, or suggestions you have or may have heard from members with your direct supervisor. Refer questions to Membership Specialist as needed.
11. Assist in supervision of facility and participants and assist management staff in providing care to members as needed.

**DOOR COUNTY YMCA** [www.doorcountyyymca.org](http://www.doorcountyyymca.org)

**STURGEON BAY PROGRAM CENTER** 1900 Michigan Street, Sturgeon Bay, WI 54235 **P** 920 743 4949 **F** 920 743 8812

**NORTHERN DOOR PROGRAM CENTER** 3866 Gibraltar Road, Fish Creek, WI 54212 **P** 920 868 3660 **F** 920 868 9970

12. Intentionally welcome, connect and support members, inviting them to get involved and communicate with each other.
13. Attend all scheduled work times and meetings. Arrange for substitutions when unable to fulfill a shift and notify Supervisor of absences.
14. Complete all secretarial duties as needed for YMCA staff. Check the "to-do" box daily and complete the list if at the Sturgeon Bay Program Center. Be visible, friendly, and ready to deal directly with any issues that may arise. Maintain cleanliness and organization of the lobby area.
15. Wear YMCA staff shirt (or other appropriate clothing) and nametag at all times when on duty.
16. Maintain CPR certification and CAP training.

#### **LEADERSHIP COMPETENCIES:**

1. Engaging Community
2. Communication and Influence
3. Emotional Maturity

#### **QUALIFICATIONS:**

1. At least 16 years of age (18 to work a shift alone).
2. Previous customer service or office experience preferred.
3. Exhibit positive motivation, excellent work ethic, attention to detail, proficient computer skills, accuracy in completing task and the ability to think on your feet and problem solve. This position requires initiative, drive and patience, as well as the ability to maintain a flexible schedule, including nights and weekends.
4. Must be capable of working well with YMCA members, participants, and staff to promote and achieve the mission and goals.
5. Excellent communication skills are required to carry out the daily responsibilities and to greet 100% of our customers.
6. Essential training/certifications must occur within the first two months of employment: First Aid, AED and CPR Certifications, and Child Abuse Prevention Training.

#### **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

1. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
2. While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
3. The employee frequently is required to sit and reach, and must be able to move around the work environment, give tours and check on members throughout the facility on a regular basis.

#### **SIGNATURE:**

I have reviewed and understand this job description.

\_\_\_\_\_  
Employee's name

\_\_\_\_\_  
Employee's signature

Today's date: \_\_\_\_\_