



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPPORTUNITY AWAITS

COLLABORATION EMPOWER LEARN PROSPER
WE ARE FAMILY GREAT
LEARN SUCCEED THRIVE
CHANGE LIVES GROW PASSION
YOU MAKE A DIFFERENCE
FLOURISH CAUSE FOCUS ON THE FUTURE
CHANGE LIVES

WELCOME CENTER LEAD

STURGEON BAY PROGRAM CENTER

The Welcome Center Lead staff acts as a liaison between the member services team and its members. Lead staff is responsible for creating a welcoming environment, where members and guests feel connected, informed, and supported. Job duties include member service functions, including recruitment, enrollment and retention, program registration and support, and daily member/staff communications.

Key Qualifications:

Successful Welcome Center Lead will be a good communicator with an upbeat, positive attitude and will have 2+ years of experience in a fast-paced customer service environment.

Position requires intermediate working knowledge of computer programs, including Microsoft Office and email; previous experience managing a member database is required.

Starting Wage:

\$12-14 hourly, negotiable with experience.

Hours:

Currently looking for 20-30 hours per week in flexible scheduling, including days, evenings, and weekend hours. May be able to include this position with other employment opportunities to create a full-time position, if interested and qualified. Benefits include personal time off, retirement (upon qualification), FREE membership and program discounts.

Applications accepted through December 9, 2022. APPLY TODAY!

Please visit doorcountyyymca.org for a full job description, and a list of other opportunities or to download an application.

WORK AT THE Y!



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.

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

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 Lead**

Job Code:

FLSA Status: Part-time

Job Grade: Hourly

Reports to: Welcome Center Coordinator

Revision Date: 11/15/2022

Leadership Level: Team Leader

Primary Function/Department: Membership 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 Coordinator is responsible for creating a welcoming environment, providing quality customer service, meeting new prospective members, performing day-to-day center routines, by continual nurturing of Body, Mind and Spirit.

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. Create a welcoming environment where members feel safe and supported, relationships are developed, and staff are friendly and knowledgeable.
2. Be knowledgeable about all YMCA programs, policies and procedures to enforce and/or promote to members and guests. Anticipate and train for likely asked questions; if unable to answer questions, know what resources are available and follow-through with support. Dispense accurate and timely information regarding the YMCA.
3. Thoroughly understand all membership types and categories, be a positive sales person for the YMCA; explain all membership types/categories and procedures to prospective members, including the Membership for All program. Meet with or Tour prospective members. Be ready to share the Y story with everyone who enters our doors.
4. Using Listen First skills, set, role model, and exceed member service expectations for our members and guests (both internal and external). Deliver an exceptional level of service by listening, registering for classes and programs using operational software. Answer questions and work to resolve billing issues and inquiries.
5. In coordination with membership team, train, mentor and coach Welcome Center employees in Sturgeon Bay.
6. Know, understand and be ready to implement policies relating to the Risk Management Plan. Understand that you may be exposed to blood borne pathogens in your work.
7. Read, support and adhere to all work rules and conditions as specified in the Employee Handbook.
8. Upon completion of training, know, understand, implement and become a "go-to" person for Daxko Operations procedures including memberships and programs.
9. Balance your close-out at the end of your shift and deposit into safe.

DOOR COUNTY YMCA 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

10. Develop a thorough knowledge of all Door County YMCA programs, registration timelines, special events, and other related events.
11. Ensure appropriate communications within Daxko Engage, and assist Welcome Center Associates with task completion.
12. Communicate openly with your direct supervisor any concerns, questions, suggestions or criticisms, you may have heard. Be familiar with YMCA staff and their responsibilities/departments.
13. Assist in supervision of facility and participants, or in the absence of the coverage person, supervise facility and participants. Assist management/coverage staff in providing care of any injured participants, or provide care in the absence of a management/coverage staff person.
14. Be visible, friendly and deal directly with behavior problems.

LEADERSHIP COMPETENCIES:

1. Critical Thinking & Decision Making
2. Project/Program Management
3. Communication and Influence
4. Developing Self & Others

QUALIFICATIONS:

1. Minimum of 18 years of age; bachelor’s degree in a related field preferred.
2. Minimum of 1 years of supervisory experience in a related area.
3. Willingness to work weekends and evenings
4. The ability to build and foster relationships with individuals and groups of all types in the community is critical to successful outcomes in this role.
5. Effectiveness in working with people including communication in a variety of mediums, motivation, discipline and cooperation is required.
6. Complete New Employee Orientation within 30 days of your hire date.
7. Obtain a current CPR/AED for Professional Rescuers with First Aid Certificate.
 - a. This certificate is valid for two years and it is your responsibility to keep it up to date.
8. Complete Child Abuse Prevention Training within 30 days of your hire date.
 - a. This training is required annually throughout your employment.
9. Possess the skills and willingness to use financial information to assist the department.
10. Exceptional organizational and leadership skills are required as well as the ability to work effectively with members of the management and aquatic team at both YMCA centers.

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. The employee frequently is required to sit and reach, and must be able to move around the work environment.

SIGNATURE:

I have reviewed and understand this job description.

Employee’s name

Employee’s signature

Today’s date: _____