



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

OPPORTUNITY AWAITS

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

WELCOME CENTER ASSOCIATE STURGEON BAY PROGRAM CENTER

**WORK
AT THE Y!**

The Door County YMCA is looking for a part-time Welcome Center Associate to be the friendly face of our Y! If you enjoy working with people, staying active, and creating a welcoming environment, this is a great opportunity to be part of a mission-driven team.

In this role, you'll greet members and guests, answer questions, assist with memberships and program registrations, and help keep the front desk running smoothly. It's a fast-paced, people-focused position where no two days are the same.

This position averages about 25 hours per week, with a mix of daytime, evening, and weekend shifts. We're looking for someone dependable, positive, and comfortable multitasking. Customer service experience is a plus.



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.

Starting Wage:

- \$15 per hour, depending on experience

Perks: FREE YMCA membership, program discounts, and the chance to make a difference in your community.

How to Apply:

Please visit 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

Jackie & Steve Kane 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 3

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

Revision Date: 2/12/2024

Leadership Level: 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. Under the direction of the Welcome Center Director, 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 email 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. Check drawer/bank bag totals before shift and balance it at the end of your shift.
9. Guide 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

STURGEON BAY PROGRAM CENTER 1900 Michigan Street, Sturgeon Bay, WI 54235 P (920) 743-4949 F (920) 743-8812
JACKIE AND STEVE KANE 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. Adhere to, and be ready to implement applicable Risk Management and Personnel Procedures as identified in related handbooks. (Handbooks can be found on the Staff Resource Portal)

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 motivation, excellent work ethic, and attention to detail, proficient computer skills, accuracy and problem solving abilities. 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. Obtain CPR/AED for Professional Rescuers and First Aid Certificates within 90 days of hire; keep current.
7. Complete Child Abuse Prevention Training through the onboarding process/annually thereafter.
8. Complete New Employee Orientation within 30 days of your hire date.
9. Adhere to the Best Practices designated per position which can be found on the Staff Resource Portal.

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.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____