



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## NORM WAITT SR. YMCA JOB DESCRIPTION

Job Title: **Member Associate** - Welcome Center

Status: P/T Non-Exempt

Department: Membership

Reports to: Membership Director

Revision Date: April 4, 2019

---

### 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 Member Associate at the Norm Waitt Sr. YMCA maintains a supportive, positive atmosphere that welcomes and respects all individuals. The Membership Representative responds to member and guest needs and promotes memberships and programs.

### 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 belong. **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. Promotes a positive, professional and welcoming atmosphere by providing excellent service to members, guests, and program participants either by phone or as they enter the Y or upon leaving the Y. This contributes to member retention.
2. Exemplify the YMCA's mission and core values.
3. Greets members and guests in a kind, nurturing, genuine and appropriate way.
4. Conducts cause-driven tours responsive to the needs of the prospective member; sells memberships.
5. Develops and maintains positive relationships with volunteers and members to help members connect with one another and the Y.
6. Serves others by intentionally welcoming, connecting, and supporting members, and inviting them to get involved and give back to the community.
7. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
8. Applies all YMCA policies dealing with member services.
9. Maintains cleanliness and organization of the lobby area and the facility appearance to ensure a welcoming environment and safety measures are in place.
10. Demonstrates and supports the objective of the Norm Waitt Sr. YMCA as embodied in the mission statement and values.
11. Perform additional duties as assigned by supervisor or designated leadership staff.

**The Y: We strengthen the community through youth development, healthy living, and social responsibility.**

# NORM WAITT SR. YMCA JOB DESCRIPTION

Job Title: **Member Associate** - Welcome Center

## YMCA COMPETENCIES (Leader):

- Communication & Influence
- Engaging Community
- Emotional Maturity
- Critical Thinking and Decision Making

## REQUIREMENTS AND QUALIFICATIONS:

1. Excellent interpersonal and problem solving skills.
2. Work with minimal supervision, taking initiative to assist in developing others.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
4. Demonstrate professional conduct and image at all times.
5. Previous customer service, sales or related experience.
6. Basic knowledge of computers.

## WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 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.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to focus.
- The noise level in the work environment is usually moderate.

## EFFECT ON END RESULT:

- The Y will be recognized by the community as providing consistently excellent service to all who walk through our doors or contact us on the phone.
- The Y will effectively connect and build relationship with its members and the community, increasing member enrollment, retention and ultimately increasing the number of people positively impacted by the Y.

## SIGNATURE:

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

I have reviewed and understand this job description.

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

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

\_\_\_\_\_  
Supervisor's name

\_\_\_\_\_  
Supervisor's signature

# NORM WAITT SR. YMCA JOB DESCRIPTION

Job Title: **Member Associate** - Welcome Center

**The Y: We strengthen the community through youth development, healthy living, and social responsibility.**