

**Quincy YMCA Association  
NON - EXEMPT  
JOB DESCRIPTION**

**TITLE: Welcome Desk Attendant**

**BRANCH: Quincy**

**REPORTS TO: Membership Director**

**GRADE: Part Time**

**GENERAL FUNCTION:**

Deliver 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 front desk area.

**LEADERSHIP COMPETENCIES:**

Leader

**GENERAL QUALIFICATIONS:**

1. Certifications: CPR and First Aid within 30 days of hire.
2. Excellent interpersonal and problem solving skills.
3. Previous customer service, sales or related experience.
4. Basic knowledge of computers.

**SPECIFIC RESPONSIBILITIES:**

1. Provides excellent service to members, guests, and program participants in the Y and on the phone contributing to member retention.
2. Greet and assist all members, potential members, program participants and staff in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.
3. Builds relationships with members; helps members connect with one another and to the YMCA.
4. Assist existing and prospective members regarding their individual membership needs.
5. Provide membership and program information and requirements in an accurate and courteous manner.
6. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
7. Schedule court reservations, provide rental equipment and sell YMCA merchandise.
8. Applies all YMCA policies dealing with member services

**PHYSICAL REQUIREMENTS:**

1. Being able to sit, stand and bend to perform appropriate tasks.
2. Be able to lift at least 25 pounds

**EFFECT ON END RESULT:**

- The YMCA will be recognized by the community as providing excellent service to all who walk through our doors or contact us on the phone.
- The YMCA will effectively connect and build relationships with its members and the community, resulting in increased member enrollment and retention.
- Consistent, superior member service and satisfaction resulting in continued growth in membership, programs and special services.

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Signature

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Date