



Twin Pike Family YMCA Job Description

Position Title: Welcome Center Assistant/Child Watch Attendant

Reports To: Membership Director

Classification: Part Time / Non-Exempt

Position Summary:

Welcome Center Assistant/Child Watch Attendant provides prompt and exceptional customer service to all members, guests and participants. This position should convey enthusiasm and knowledge of all program areas and is responsible for facility access, conducting tours, assisting in membership sales and follow up. Responsible for the daily operations of the Welcome Center including greeting staff, members, guests and participants, opening facilities, check in of members and non-members, and assuring facility is clean and organized for daily activities. Provides quality care to children who participate in the child-watch program while their family is using the facility. Creates positive, nurturing relationships with children, while building cooperative relationships with parents/caregivers.

Must be able to lead in a manner that demonstrates the YMCA mission and core values of caring, honesty, respect and responsibility.

Essential Functions:

- Required to report to work on-time and according to the schedule (evenings & weekends).
- Build positive relationships and maintains effective communication with all members, guests, children and other team members. Help members connect with one another. Models relationships-building skills in all interactions.
- Required to provide excellent service to all, including telephone calls. If you are unable to answer a question you need to get their name, telephone number and follow-up with answer to question.
- Must present a professional image, handle and resolve concerns and issues to the best of your ability. Inform appropriate supervisor of any unusual scenarios/situations.
- Make welcome calls to new members.
- Make free health and wellness consultation appointments with new members.
- Track and make updates in DAXKO on members detail information.
- Responsible to maintain order and cleanliness of the welcome center area. Keep items picked up and straightened, clean counters, make copies of forms as required. It is also your responsibility to ensure entire facility is clean for start of the day. Main focus will be primarily in lobby, locker rooms/restrooms and wellness center.
- Responsible for the appropriate supervision, safety, and well-being of each child under your watch, both visual and auditory.
- Implements child watch program activities that are culturally relevant, developmentally appropriate, and consistent with the YMCA values.
- Maintains child watch room (including cleanliness of room, supplies and toys).
- Full training and understanding of Daxko Operations and Engage.
- Trains other front desk staff and volunteers in cleaning needs during duties.
- Keep staff checklist updated as new Welcome Center Assistant/Child Watch Attendant YMCA policies and Daxko/Engage procedures change and added.
- Maintains any required records. Keeps welcome center file folder system organized and up to date.
- Attends and participates in team meetings and trainings. (Unless prior approval by the Membership Director).
- Assume other responsibilities as mutually agreed upon with the Membership Director.
- Other duties as assigned.



YMCA Competencies (Leader):

Mission and Community Oriented: Accepts and demonstrates YMCA values. Works effectively with people of different backgrounds, abilities, opinions and perceptions. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them.

People Oriented: Seeks first to understand the other person's point of view, and remains calm in challenging situations. Builds rapport and relates well to others. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing other s

Results Oriented: Strives to meet or exceed goals and deliver a high-value experience for members. Embraces new approaches and discovers ideas to create a better member experience. Makes sound judgments, and transfers learning from one situation to another. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Supports fundraising. Follows budgeting policies and procedures, and reports all financial irregularities immediately.

Personal Development Oriented: Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process.

Qualifications:

- Minimum age of 16.
- Related field or equivalent education/experience preferred but not required.
- Two or more years of related experience.
- Broad knowledge of assigned program area(s) and the standards and regulations related to the programming.
- Understanding of membership operating systems.
- Excellent organizational skills.
- Strong attention to detail.
- Ability to multi-task.
- Ability to respond to safety and emergency situations.
- Intermediate computer skills and experience with Microsoft Office suite.

Certifications:

- New Hire Orientation training.
- CPR, AED and First Aid certifications within 90 days of hire date.