



West Broad Street YMCA
1110 May Street, Savannah, Georgia 31415

POSITION: WELCOME CENTER STAFF

Job Type: Part Time

LOCATION:

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Savannah, GA 31415

JOB DESCRIPTION

The Welcome Center Staff assist us in caring for our members, communicate YMCA programs, share the YMCA mission and greet current and future members of our Y. Welcome Center Staff are responsible answering and transferring calls, communicating policy and program information to visitors, and taking registrations and payments. This is a part-time position including weekends.

In addition, every employee of the YMCA is responsible for upholding principles that are central to the YMCA mission by modeling behaviors that exemplify the four pillars of character - caring, honesty, respect, and responsibility.

JOB QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Sound working knowledge of customer service skills.
2. Ability to work positively in a fast-paced environment.
3. Ability to foster positive staff, peer and program participant relationships.
4. Ability to provide accurate YMCA program information.
5. Must possess excellent phone skills using multiple phone lines.
6. Ability to operate Microsoft and receipting software.
7. Must be able to pass a criminal background check and obtain authorization to work with children under the Georgia Department of Labor and YMCA guidelines.
8. Perform other duties as assigned.

JOB REQUIREMENTS

1. Inspect the facility to ensure program participant safety and service.
2. Properly report any facility or equipment issues.
3. Accurately register memberships for new and returning members including proper accounting of bank draft and or invoice memberships.
4. Accurately report and record membership changes as required.
5. Answer questions about all YMCA programs and activities by phone or in person.
6. Receive money, administer receipts for program fees and membership, and balance the deposit at the end of the designated shift.
7. Provide security by verifying memberships of program participants entering the facility.
8. Register participants for programs and make reservations for facilities as necessary.



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9. Open and/or secure building at the open/close of business as necessary.
10. Assist in the overall retention and satisfaction of YMCA members through appropriate customer service.
11. Assist in the annual fundraising program for the YMCA.
12. Maintain a positive and cheerful attitude with staff, parents, and children.

TO APPLY

Please send a cover letter and resume to Tonia Rogers: info@westbroadstreetyymca.org