



Racine Family YMCA
JOB DESCRIPTION

Job Title: Welcome Desk Attendant

Date: July 22, 2024

Immediate Supervisor: Membership Coordinator

Status: ☐ Full-time ☒ Part-time

Department: Membership

FLSA Classification: ☐ Exempt ☒ Non-exempt

Pay Grade: Level 3

Leadership Level: Leader

Work Schedule:

Flexible hours: mornings, afternoons, evenings, weekends
Typically 4 hour shift, up to 29 hours a week

Position Summary:

This position supports the work of the Racine Family YMCA, a leading nonprofit committed to strengthening community through youth development, healthy living and social responsibility.

Essential Function

1. Responsible for member satisfaction and retention through impeccable member service.
2. Ensures that daily care of members is first priority.
3. Greet members with a smile, answer questions regarding memberships and programs.
4. Delivers consistent excellence in member service and engagement on the phone and in person.
5. Facilitated membership and program registration, maintains desk and lobby areas.
6. Accurately enter data in computer, maintain a cash drawer, run appropriate reports, settle cash drawer, and end of shift deposit.
7. Give tours when needed.
8. Answer phone and transfer call to the appropriate department if needed.
9. Attend all training and staff meetings to remain well informed about Racine Family YMCA programs and events.
10. Other duties as assigned.

Work Environment & Physical Demands

- 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.
- Lifting up to 20 pounds
- Some bending, kneeling when needed
- Computer viewing for long periods of time
- Sitting for long periods of time

Qualifications

1. Customer service experience preferred
2. Excellent communications skills
3. Computer competency
4. Must be accurate in cash handling and demonstrate strong organizational skills.
5. Ability to multi-task and work in an exciting, fast paced environment.

Disclaimer: The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The employee must be able to perform the essential functions of the position satisfactorily and that, if requested, reasonable accommodations may be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship. This job description does not constitute a contract of employment and that the Racine Family YMCA may exercise its employment-at-will rights at any time.

I have read the job description (or had it read to me) and I fully understand all my job duties and



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responsibilities. I am able to perform the duties and responsibilities as outline, with or without reasonable accommodations. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.

Employee Signature Date

Supervisor Signature Date