WELCOME CENTER REPRESENTATIVE

***Send resume and three references to kelseym@newportymca.org

The Welcome Center Representative is to be the face of the Newport County YMCA. We are looking to hire individuals who display exceptional customer service and organizational skills, can work in a fast-paced environment, and express the ability to multi-task. **Availability to work weekends and nights is a plus.**

Duties & Responsibilities:

- Always appear professional behind the front desk.
- Must be informed of program offerings and special events as well as facility schedules, being prepared to provide personalized direction to other services.
- Work in a fast-paced environment and address the public in a professional manner.
- Aggressively promote and sell membership.
- Process all membership options, camp & program registrations.
- Issue ID cards to all members.
- May assist with or provide facility tours.
- Greet members in a friendly manner while exhibiting the YMCA character values of caring, honesty, respect, and responsibility.
- Retain membership confidentiality in financial and personal matters.
- Provide administrative support such as typing, data entry, photocopying, and faxing.
- Maintain good relations with members and report escalated issues to supervisor.
- Work with YMCA staff, volunteers, and members of the to create a positive atmosphere.
- Attend all mandatory staff/team meetings and events.
- Arrive on time and prepared for scheduled shift. Obtain substitute coverage when unable to work scheduled shift.

Job Type:
Part-time

Education and/or Experience:
High School Diploma preferred.
Customer service/front desk experience preferred.