

# Scott County Family Y Job Vacancy Notice

**Position:** Welcome Center Secretary  
**Supervisor:** Administrative Services  
Director  
**Location:** West Family YMCA

**Department:** Membership  
**Pay Range:**  
\$7.25-\$7.50/hr  
**Hours:** Monday - Friday  
12 noon to 6 pm

**How to Apply:** Submit application in person at the West Family YMCA, 3503 West Locust Street, Davenport or email [KFolcik@ScottCountyFamilyY.org](mailto:KFolcik@ScottCountyFamilyY.org)

## **Guiding Principles for all Scott County Family Y Staff:**

All staff members are expected to support and follow the Scott County Family Y mission to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all. To this end, all staff members are expected to model, reinforce, and develop the core character values of Caring, Honesty, Respect, and Responsibility.

## **General Function:**

Under the supervision of the Membership Services Director, the Welcome Center Representative is responsible for greeting members, callers, and visitors to the Y in a pleasant manner and monitor access to facilities. He/she will provide informational services and direct individuals to the proper person or location, check and receive money for membership sales and program/class fee payment, and perform switchboard duties, handling all types of incoming calls and related messages, routing to proper staff.

## **Knowledge and Know How:**

The Welcome Center Representative must possess strong public relations and communications skills and a high school diploma or the equivalent. Some computer and excel and word experienced required, good phone skills and highly organized.

## **Principal Activities:**

1. To model the values of caring, honesty, respect, and responsibility.
2. To adhere to and abide by the staff pledge.
3. Greet members/visitors in a warm, welcoming manner.
4. Monitor gate access by properly checking Y membership and class/program entry cards.
5. Model and enforce facility policies and put the Y Mission in action.
6. Know the emergency procedures and location of emergency equipment.
7. Monitor use of the Y facility policies through out scheduled shifts.
8. Answer phones, provide exceptional information and excellent customer service, take messages, route calls.
9. Receive money from memberships and other fees, issue receipts, make change, practice proper cash handling procedures and prepare end of shift summary report.
10. Direct visitors to proper location.
11. Provide exceptional tours of the facility.
12. Keep reception and lobby areas clean, orderly and attractive.
13. Handle incidental clerical work and other jobs as assigned by management staff.
14. Attend Welcome Center staff meetings.
15. Must exhibit problem solving when minor incidents and member complaints occur and notify appropriate management personnel.
16. All other duties as assigned.