



# YMCA of Reading and Berks County

## Job Posting

Title: **Welcome Center Staff**

Req #: 18-114

Location: TriValley YMCA

Status: Part Time, flexible hours

### POSITION SUMMARY:

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area.

### ESSENTIAL FUNCTIONS:

1. Provides excellent service to members, guests, and program participants in the branch and on the phone, contributing to member retention.
2. Interviews and/or tours prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and to the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. Work in nursery or child care as needed.
7. Multi-tasking (helping customers, answer phone, handle other duties)
8. Must be efficient, proficient and knowledgeable in customer services, cashiering, and decision making

### QUALIFICATIONS:

Education Required – Must have current CPR or obtain within first 60 days of employment

Preferred – High School diploma or equivalent, or combination of education and experience

Experience Preferred – Previous Customer Service experience

**To apply for this position, please send your resume to: [careers@ymca-berkscounty.org](mailto:careers@ymca-berkscounty.org) and indicate the job title AND Req # of the position in the subject line of the email.**

For more information about the Reading and Berks County YMCA please visit our website!

[www.ymca-berkscounty.org](http://www.ymca-berkscounty.org)

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