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Cadillac Area YMCA Job Posting

Job Title: **Welcome Center Representative**

FLSA Status: Part Time, Non-Exempt

Reports to: Membership & Marketing Director

Revision Date: 8-12-2026

Compensation: \$14.00-\$16.00/Hr.

Position Summary:

This position is responsible for operating and maintaining the Welcome Center services and systems. Greet & welcome all members and guests of the YMCA and develop relationships that ensure member retention and satisfaction. Greet all prospective members, give tours/or schedule a tour, and close sales to potential members. Process program registrations, retail sales, memberships, and other events and provide a receipt. Ensure a positive member experience with excellent customer service. Assist in membership & marketing duties as assigned by the Director. Respond to member questions and concerns and assist with special events.

Essential Functions:

1. Responsible for providing daily services to all members, prospective members and program participants. This includes greeting members by name, welcoming guests, registering for programs and membership, and giving tours.
2. Maintains effective relationships with members, participants and staff members.
3. Answer phones promptly in a courteous, respectful and friendly manner. Return phone calls, call new members, prospective members, and terminated members in a friendly manner.
4. Be knowledgeable about and provide accurate information on facility services, programs, schedules, costs, memberships and policies. Answer questions and address issues in a positive, caring manner.
5. Ensure neatness of Welcome Center and front lobby. Maintain building cleanliness, appearance and safety through periodic rounds using established procedures.
6. Opening, closing, and supervising of the YMCA building and guests according to established procedures. Opening, balancing, and cashing out your own cash drawer at the end of the shift.
7. Assist with creating and implementing member special events, member appreciation activities, retention promotions, special events, facility rentals and other initiatives assigned by the Membership Director.

Qualifications:

- Basic computer experience and skills including knowledge of Microsoft Office products.
- Ability to learn and operate membership software and relate well to the public and staff.
- Excellent customer service, interpersonal and communication skills.
- Attention to detail, the ability to multi-task and work in a fast-paced environment.
- CPR/First Aid training within 30 days of employment or first available training date.
- Ability to read, interpret and effectively communicate documents, information and instructions.
- Perform basic writing and mathematical skills.
- Must have a high school diploma or GED. Minimum age of 18.
- Certifications in trainings on Harassment, Bloodborn Pathogens, Active Shooter, and Child Abuse.

Benefits:

- Retirement Plan
- Free YMCA Membership