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YMCA OF GREATER KALAMAZOO JOB DESCRIPTION

Job Title: **Manager on Duty/Gym Supervisor (part-time)**

Pay Rate: **\$12.00/hour**

POSITION SUMMARY:

Deliver excellent service to all members, guest, and program participants. Respond to member and guest needs, promote membership and programs, and maintain cleanliness and organization of facility. These responsibilities should be accomplished in accordance with the YMCA Mission and the general operational policies and procedures of the YMCA of Greater Kalamazoo. This position works independently under general direction and is expected to determine how to accomplish tasks efficiently. As this position serves as a mentor and provides building oversight, early morning, evening, and weekend shift work is expected.

Success in this position will be measured, in part, by 1) customer satisfaction being rated high as determined by statistical survey data, 2) knowledgeable in YMCA operations, programs and services, and 3) functional responsibilities being satisfactorily met.

ESSENTIAL FUNCTIONS:

The listed functions are representative of the attributes necessary for successful performance of the position. Substitution of comparable training or abilities, as well as reasonable accommodations for persons with disabilities, will be taken into consideration.

1. Provides excellent service to members, guests, and program participants contributing to high member satisfaction and retention.
2. Assists in prospective member tours and interviews; supports membership sales.
3. In the absence of other higher-ranking Director, provides building and department oversight.
4. Assists with emergency situations and handles and resolves concerns/complaints with the goal of ensuring a positive experience in accordance with all applicable YMCA policies; informs supervisor of unusual situations or unresolved issues.
5. Assists in building maintenance; monitors locker rooms and re-supplies/provides pickup as needed, performs light cleaning, and assures set-up and take down for scheduled activities.
6. Ensures building security; supports membership team by assisting with health screenings, identification verifications, and check-in/out as necessary.
7. Develops awareness and an atmosphere of support for the YMCA and its programs within the community.
8. Builds relationships; helps members connect with the YMCA community and highlights the value and importance of Y membership.
9. Demonstrates and communicates the YMCA Mission, purpose, goals, policies and standards to staff, volunteers, members, guests, and program participants.
10. Performs other duties as assigned by the Association Member Services Director.

QUALIFICATIONS:

Education/Training/Certifications:

1. CPR and First Aid certification within 30 days of employment
2. Blood Borne Pathogens Training within 30 days of employment
3. Child Abuse Prevention & Child Abuse Prevention and Reporting Awareness

Technical Knowledge/Skills:

1. Excellent communication, interpersonal, and problem-solving skills
2. Ability to connect with people of diverse backgrounds
3. Spanish or other commonly spoken language a plus
4. Previous customer service, sales, or related experience is preferred

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

1. Ability to walk, stand, and sit for long periods of time.
2. Exposure to communicable diseases utilizing appropriate PPE.
3. Must be able to lift and carry supplies weighing up to 20 pounds.
4. Ability to stand or sit while maintaining alertness for several hours at a time.
5. Position may require bending, leaning, kneeling, and walking.
6. Ability to speak concisely and effectively communicate.
7. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
8. Ability to view/enter data on a computer monitor for long periods of time.
9. Ability to observe/evaluate facility and groups of customers/staff by sight and sound.