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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF GREATER KALAMAZOO JOB DESCRIPTION

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

Pay Rate: **\$12.00/hour - \$14.00/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, creating a positive experience for everyone. These responsibilities will be accomplished in accordance with the YMCA Mission, Core Values and the general operational policies and procedures of the YMCA of Greater Kalamazoo. An employee in this position works independently under general direction from the supervisor and is expected to be an effective problem solver, knowledgeable of the Y's programming and general Member experience expectations. This position serves as a building supervisor on site early morning, evening, and/or weekend shift work.

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.
3. Supports the Welcome Center.
4. In the absence of other higher-ranking Director(s), provides building and department oversight.
5. 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.
6. 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 in program areas with the support of department staff.
7. Ensures building security; supports membership team by assisting with identification verifications, and check-in/out as necessary.
8. Develops awareness and an atmosphere of support for the YMCA and its programs within the community.
9. Builds relationships; helps members connect with the YMCA community and highlights the value and importance of Y membership.

10. Demonstrates and communicates the YMCA Mission, purpose, goals, policies and standards to staff, volunteers, members, guests, and program participants.
11. Performs other duties as assigned by the Association Member Services Director.
12. Benefits include a complimentary membership to the YMCA.

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 including but not limited to utilizing Member Check-in and security cameras.
9. Ability to observe/evaluate facility and groups of customers/staff by sight and sound.