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YMCA OF GREATER KALAMAZOO JOB DESCRIPTION

Job Title: Manager on Duty/Gym Supervisor - PT

Job Code: Service Worker

FLSA Status: Non-exempt/Part-time (25 hours or less)

Job Grade: III

Reports to: Association Member Services Director

Revision Date: January 2021

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. New Staff Orientation, Listen First Training, and Child Abuse and Prevention Training within 30 days of employment
3. Blood Borne Pathogens Training within 30 days of employment
4. Child Abuse Prevention & Child Abuse Prevention and Reporting Awareness
5. COVID training

Technical Knowledge/Skills:

1. Excellent communication, interpersonal, and problem-solving skills.
2. Proficiency in Microsoft Office suite word processing, spreadsheets, and other basic computer functions. Experience in membership management and resource scheduling software preferred.
3. Ability to connect with people of diverse backgrounds
4. Spanish or other commonly spoken language desired
5. Previous customer service, sales, or related experience is preferred.
6. Must be at least 21 years of age.

Proficiencies and Professionalism:

Language Skills – Ability to:

1. Read, analyze, and interpret general and technical business communications and licensing manuals
2. Effectively present information and respond to inquiries at an individual or group level
3. Communicate effectively at all levels with staff, members and volunteers

Mathematical Skills – Ability to:

1. Accurately calculate percentages and discounts
2. Keep accurate timesheets

Cognitive Skills – Ability to:

1. Solve practical problems, while considering various impacting factors
2. Interpret instructions in variety of written or oral formats

Work Performance Skills – Ability to:

1. Organize, prioritize and manage tasks with limited supervision
2. Cooperatively balance department and organizational goals
3. Be an effective team member
4. Perform in leadership capacity

5. Exercise professional judgment
6. Make good, sound decisions and take decisive action when called to do so
7. Consistently and positively interact with customers and coworkers
8. Demonstrate willingness to learn, accept responsibility, take initiative and be flexible
9. Maintain confidentiality
10. Represent the YMCA in a professional manner both inside and outside the YMCA through a positive and well-motivated attitude and support of YMCA programs, mission, and goals
11. Exhibit the core values of Caring, Honesty, Respect and Responsibility

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.