



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PORTAGE TOWNSHIP YMCA JOB DESCRIPTION

Job Title: **Manager on Duty**
Reports to: **Director of Healthy Living**

Status: **Part-Time (max 28 hours)**
Revision Date: **December 2015**

POSITION SUMMARY:

Manager on Duty: Supervises facility and all programs, events, staff, members, and guests. Acting manager in absence of CEO, Associate Branch Director, or another Director. Enforces all YMCA policies and procedures and safety of building and all occupants inside. Responsible for monitoring and assisting members in the wellness centers, promoting and connecting members to Y programs, services, and events, demonstrating safe and proper use of all exercise equipment, facilitating member retention programs, assisting in cleaning and maintenance of the facility, wellness centers, and equipment, and any other duties assigned by the Healthy Living Director or another Director.

ESSENTIAL FUNCTIONS:

1. Acts as Manager and as such, takes ownership of all problems and seeks resolutions to all issues that arise assuming full responsibility for the facility, surrounding premises, and all people inside during shift.
2. Creates a safe and secure environment in the wellness centers and throughout the entire facility for all staff, members, guests, and visitors in which all individuals feel welcomed and respected.
3. Performs basic cleaning and tidying duties that need immediate attention when housekeeping staff are not present (i.e. replacing toilet paper, paper towels, taking out garbage, tidying wellness centers and equipment, cleaning wellness center equipment, making copies, etc.).
4. Assists with set-up and tear down of program spaces for Y programs, building rentals, and events.
5. Relieves/assists welcome center staff with front desk procedures when a break is needed.
6. Responsible for completing opening and closing procedures as outlined in Department Handbook.
7. Builds respectful and meaningful relationships with members, staff, program participants, donors, board members, volunteers, etc.
8. Is knowledgeable about and enforces all YMCA and departmental rules, policies, and procedures.
9. Communicates professionally and appropriately with all individuals in person, on the phone, and electronically; actively applies Listen First skills regularly in all interactions.
10. Intentionally connects members and program participants to one another, to staff, and to YMCA programs and services that fit their needs.
11. Assists with member retention program efforts including but not limited to giving tours, calling new members, providing brief equipment orientations, and proactively providing exceptional customer service to all members and guests.
12. Responds to and reports emergency situations as outlined in the YMCA Emergency Action Plan and the YMCA Employee Handbook.
13. Accurately documents and notifies the appropriate Director as outlined in the YMCA Emergency Action Plan and YMCA Employee Handbook immediately of all incidents, accidents, injuries, unsafe conditions, needed repairs, member complaints/suggestions, etc.
14. Maintains regular and predictable availability, schedule, and attendance; Seeks approval from the Healthy Living Director for absences or changes in availability/schedules.
15. Attends all staff meetings and training as required.
16. Receives and carries out all instructions, special projects, and other duties as assigned by the Healthy Living Director or other Directors; reads emails daily.

YMCA OF PORTAGE TOWNSHIP, INC.
3100 WILLOWCREEK RD.
PORTAGE, IN 46368
219.762.9622

YMCA COMPETENCIES (Leader):

Mission Advancement:

- Accepts and demonstrates the Ys values.
- Demonstrates a desire to serve others and fulfill community needs.
- Recruits volunteers and builds effective, supportive working relationships with them.
- Supports fund-raising.

Collaboration:

- Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Builds rapport and relates well to others.
- Seeks first to understand the other person’s point of view, and remains calm in challenging situations.
- Listens for understanding and meaning; speaks and writes effectively.
- Takes initiative to assist in developing others.

Operational Effectiveness:

- Makes sound judgments, and transfers learning from one situation to another.
- Embraces new approaches and discovers ideas to create a better member experience.
- Establishes goals, clarifies tasks, plans work and actively participates in meetings.
- Follows budgeting policies and procedures, and reports all financial irregularities immediately.
- Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth:

- Pursues self-development that enhances job performance.
- Demonstrates an openness to change, and seeks opportunities in the change process.
- Accurately assesses personal feelings, strengths and limitations and how they impact relationships.
- Has the functional and technical knowledge and skills required to perform well.
- Uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

- Minimum age of 21 required.
- At least one year of supervisory experience preferred.
- Fitness/Wellness background or knowledge strongly preferred.
- Required Trainings (within 90 days of hire): New Employee Orientation, Child Abuse Detection and Prevention, CPR, AED and First Aid Certification, Universal Precautions Training, YMCA Listen First Training, and YMCA Creating the Member Experience Training; YMCA Orientation to Healthy Living at the Y. All trainings provided. Must keep all certifications current throughout employment.

PHYSICAL DEMANDS

- Ability to talk, see and hear.
- Ability to connect with people of diverse backgrounds.
- Ability to lift and/or move up to 45lbs. as required.
- Ability to perform moderate physical activity that may include standing, climbing, walking, bending, twisting and reaching for long periods of time.
- Approved YMCA staff attire.

I have read the job description and agree to perform the job as stated.

Signature: _____

Name _____

Date _____