



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

TITLE: Manager On-Duty
STATUS: Non-exempt
REVISED: Mar-22

DEPARTMENT: 01-Administration
REPORTS TO: [Click here to enter text.](#)
BRANCH: Choose an item.

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit committed to strengthening community through youth development, healthy living, and social responsibility. This position monitors facility and program operations for safe and secure environment, while also ensuring member satisfaction.

QUALIFICATIONS:

- Staff supervision experience, preferred.
- Excellent interpersonal and problem-solving skills.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community.
- Certifications that must be obtained and maintained within first 90 days: CPR, AED , First Aid, Child Abuse Prevention, Blood borne Pathogens, Hazard Communication.
- Willingness to attend meetings, training, and obtain additional certification as requested.

PHYSICAL DEMANDS:

Physical aspects of the position include, but not limited to: walking, standing, bending, kneeling, reaching, and lifting. This position requires constant motion, with little to no sitting.

ESSENTIAL FUNCTIONS:

- Support branch membership strategies to meet retention, service, and growth goals by:
 - effectively communicating opportunities to become involved, connect, serve & lead in the Y;
 - on-boarding new members, connecting them to Y offerings;
 - providing facility tours to new and potential members
- Respond to member needs. Handle complaints in a courteous, patient manner using problem-solving techniques. Contact appropriate Y personnel when necessary.
- Frequently observe all staff members to insure their compliance to job duties and responsibilities. Report any non-compliance to appropriate Manager or Supervisor.
- Monitor all areas of the facility and grounds to insure a safe and secure environment. Be visible and available to all participants, members, guests and staff.
- Insure facility cleanliness by performing cleaning tasks when needed or contact appropriate maintenance staff.

- Respond to emergency situations in accordance with YMCA policies and procedures. Complete incident and accident reports as necessary.

YMCA COMPETENCIES (Leader):

Advancing Our Mission & Cause

- Recognizes and articulates that the Y is a not-for-profit, charitable organization committed to serving the entire community.
- Serves others by intentionally welcoming, connecting, and supporting them, and inviting them to get involved and give back to the community.
- Tells the Y story in regular interactions with members.
- Seeks to understand and support change efforts.

Building Relationships

- Develops and maintains positive relationships with volunteers, members or program participants, and colleagues at all levels of the organization.
- Listens with the intent to understand the perspective of others by using appropriate communication methods, including open-ended questions.
- Responds to the individual needs of the other person.
- Embraces all dimensions of diversity (i.e., ability, age, culture, ethnicity, faith, gender, income, national origin, race, religion, sexual orientation, socio-economic status, etc.) by treating all people with dignity, compassion, and respect.

Leading Operations

- Responds to challenges with possible solutions in a timely manner.
- Acts responsibly with the Y's resources, following all budgeting policies and procedures and reporting irregularities immediately.
- Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- Serves with purpose and passion.
- Improvises quickly and appropriately when faced with unexpected circumstances.

Developing & Inspiring People

- Supports members, participants, or project teams in achieving their goals.
- Proactively shares information, experiences, lessons learned, and suggestions to help others be more successful.
- Remains calm and objective when under pressure or when challenged by others.

DISCLAIMER:

Other duties may be assigned to this position at the discretion of the reporting supervisor.

Performance evaluation, based on essential functions and competencies, will be conducted annually.

By signing this description, I acknowledge that I possess all qualifications stated and am **able / unable** (circle one) to perform all essential functions without special assistance.

Employee Signature

Date