



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## FULL TIME FACILITY MANAGER

Job Title: **Community Engagement Manager**

Status: Full Time Hourly

Reports to: Membership Coordinator

Department: Membership

Revision Date: 11/20/17

### 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. Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the lobby area.

### ENTRY REQUIREMENTS:

1. Must be available to work nights & weekends. (Tuesday-Friday 2-10pm, Saturday 12-8pm)
2. Must be able to communicate, manage, and interact with children and adults.
3. Must be able to communicate clearly with Welcome Center Staff, floats, and other personnel.
4. The candidate will frequently be required to stand and walk for long periods of time. In addition to the other requirements, the candidate may be asked to lift up to 50-pounds as well as bend, stoop, crawl, etc. on an as-need basis in order to interact with members and perform facility duties.
5. 2 year college degree or 1 year management experience
6. Must complete a full background check before being hired.

### ESSENTIAL FUNCTIONS:

1. Must make members and guests feel comfortable and at ease while at the Hastings YMCA. The candidate must be open, friendly, and approachable to members, this includes but is not limited to:
  - Showing interest in the lives and concerns of members and guests this includes but is not limited to asking about family, job, and hobbies.
  - Knowing the name of members and using them in their presence.
  - Knowing about the Hastings YMCA programs and policies.
  - Listening to questions and responding promptly.
  - Initiate interaction with and between members and guests.
  - Asking if there are any ways you can help.
2. Ensures Welcome Center and Float staff on-duty are following policies and procedures of the YMCA.
  - Assist at front desk during busy times, monitor facility, and maintain cleanliness as needed. Helping both Welcome Center Staff and Floats when needed.
3. Supervises community service and volunteer applications, scheduling, and job duties.
4. Coordinate monthly Middle School dances for community.
5. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
6. Builds relationships with members; helps members connect with one another and the YMCA.
7. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues. Handles discipline in regards to members breaking facility rules.
8. Applies all YMCA policies dealing with member services.
9. Performs other duties as assigned.

**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

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:**

1. Certifications required within 30 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Previous customer service, sales or related experience.
5. Basic knowledge of computers.

**WORK ENVIRONMENT & PHYSICAL DEMANDS:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device.
- The employee frequently is required to sit and reach, and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 10 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate.

**SUPERVISES**

On-Duty Front Desk Staff    On-Duty Float Staff    Community Service    Professional Role Models    Middle School Dances

**SIGNATURE:**

I have reviewed and understand this job description.

\_\_\_\_\_  
Employee’s name

\_\_\_\_\_  
Employee’s signature

Today’s date: \_\_\_\_\_