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FOR HEALTHY LIVING
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YMCA JOB DESCRIPTION

Job Title: **Facility Manager**

Job Code: (N/A)

FLSA Status: Non-Exempt

Job Grade: (N/A)

Reports to: (Membership and Operations Director)

Revision Date: 11/30/2015

POSITION SUMMARY:

Under the direction of the Membership and Operations Director, the Facilities Manager, in harmony with the Christian nature and Mission of the YMCA, as well as the established goals and objectives of the YMCA, shall be responsible for the management of the facility related to the Association. In general, the role of the Facilities Manager is to build relationships with and between staff members, volunteers, members, program participants and the communities the YMCA serves.

ESSENTIAL FUNCTIONS:

1. See it, own it! Take responsibility for correcting the problems you see
2. Meet and greet all volunteers, staff, members, program participants, etc. every day with a smile and hello.
3. Lend a hand! Offer to help others whenever possible. Unless it requires training you don't have, it's never, "not my job"
4. Give Thanks! Offer thanks to others when you see them lend a hand to others and look for ways to compliment and give praise when it is deserved
5. Handle emergency situations promptly and effectively.
6. Greet and monitor members and guests; deal with needs and concerns or refer to appropriate directors for information and follow-up.
7. Supervise staff to maintain professional attitudes and quality service. Inform appropriate directors when problems arise.
8. Call/schedule additional staff as needed.
9. Answer phones, direct calls, and provide accurate information about membership and program
10. Help prospects and members experience the YMCA by introducing them to other staff and members. By creating these interactions, we will demonstrate that the YMCA is a place where we take the time to connect, communicate and engage in respectful and friendly relationships. Develop new opportunities for members to interact with one another. Be a "Relationship Builder" for the YMCA.
11. Be familiar with the mission statement and core values of the YMCA. Model the core values while working and communicating with other staff members.
12. Provide tours, listen intently to their needs and discuss with them how the YMCA can help.
13. Control access to the facility. Check-in members entering the building by scanning membership cards and obtaining proper identification of guests.
14. Perform job related duties assigned by program and executive staff.
15. Temporarily substitute to provide rest breaks for staff as needed.
16. Regularly inspect the building in order to insure safety, appropriate behavior of participants, proper performance of staff, and quality service to members and guests.
17. Perform light custodial duties necessary to maintain a safe, attractive and functional facility (e.g. clean up spills, pick up litter, wipe up wet floors, shovel snow, etc.)
18. Set-up rooms for special activities and meetings as needed.
19. Train on front desk capabilities and be able to back up as necessary.
20. Other duties may be assigned.

SKILLS AND QUALIFICATIONS:

- Must have excellent communication skills, excellent relationship building skills, the ability to model the YMCA Core Values and have the ability and desire to make a personal connection with the communities the YMCA serves.
- Have the ability to demonstrate the willingness to learn and accept responsibility, to take initiative, be flexible, use sound judgment and work harmoniously with a variety of people including program participants, volunteers, and staff.
- This person should have a commitment to the YMCA’s mission and purpose and knowledge of how it is accomplished throughout the association.

EFFECT ON END RESULT:

1. Effective relationship building that manifests into personal relationships with other members, staff, volunteers, etc.
2. Works well with other staff to promote YMCA values.
3. Models the YMCA Mission and Values while on the job.
4. Ability to live up to the "Staff Pledge" every day!
5. Provide Membership and Marketing Director with efficient support through completion of all designated support/clerical projects.
6. Provide quality Daxko reports and correspondence to appropriate staff and volunteers in a timely manner.
7. The quality of finished correspondence, reports, etc., will reflect the professional image of the Rochester Area Family YMCA.
8. Deadlines will be met, resulting in an efficiently functioning office.
9. A quality Customer Service philosophy will be incorporated into the daily work of the department.

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. We understand and mutually accept the above descriptions to the job to be performed:

Facilities Manager Date

Membership and or Operations Director Date