



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

HARRISON FAMILY YMCA

Job Title: **Cause Driven Leader on Duty - Weekend**

FLSA Status: Full Time Non-Exempt

Reports to: Membership Coordinator

Revision Date: 5/30/2018

Leadership Level: Leader

Primary Function/Department: Membership

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility. The Cause Driven Leader on Duty at the Harrison Family YMCA intentionally fosters a cause-centered culture that is welcoming, genuine, hopeful, nurturing, and determined.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. We are nurturing: we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

GENERAL FUNCTION:

Under the direction and supervision of the Membership Coordinator, Membership and Engagement Director, the Director on Call and the Executive Director, the Cause Driven Leader on Duty (CDLOD) shall be a "go-to" person at all times the YMCA is open. **The primary concern of the CDLOD is safety.** The CDLOD is required to respond to all emergency situations. The CDLOD assists members who need leadership assistance before forwarding concerns to appropriate department heads or Executive Director as needed. In addition to the safety responsibilities, the CDLOD is responsible for all day to day functioning of the service desk as well as giving leadership to all activities of the service desk. This person ensures consistent, superior service procedures to maximize member enrollment and program participation. The CDLOD is also responsible and accountable for membership and program input, statistics, record keeping, and reports and cash handling.

ENTRY REQUIREMENTS/QUALIFICATIONS:

- The incumbent must have an Associates degree or work equivalent in a related area.
- Strong communication, customer service and problem solving skills.
- A good understanding of administrative procedures and organization, income production, expense control, maintenance of accurate records and computer services.
- Excellent written and oral communication skills are necessary.
- Ability to delegate appropriate responsibilities to staff in order to accomplish the necessary duties.
- Ability to establish and maintain harmonious relationships with staff, volunteers, YMCA members and the general public is essential.

INTERPERSONAL DUTIES AND RESPONSIBILITIES:

- Perform and provide excellent customer service skills by exceeding member expectations! Consistently greet every person who enters the YMCA (by name, if known) and recognize all members and guests when they leave.
- Engage in active listening with members and program participants in order to build relationships, understand individual's goals and interests, and take the initiative to ensure the member has a positive experience.
- Provide accurate information about membership and programs.
- 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

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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.

- Be familiar with the mission statement and core values of the YMCA. Model the core values while working and communicating with other staff members.
- Always have a friendly, helpful attitude and wear a smile.
- Actively listen, reflect and respond to customer questions and concerns in a caring manner. When the opportunity presents itself, go above and beyond to resolve the situation immediately.
- Ability to remain calm in emergency situations and work well under pressure.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Patrol the entire building at least once every hour. It is important that each area is visited during this time. Have a staff member of the opposite sex do a check and walk through the locker rooms.
- Complete an audit of the Aquatics area, Gym, Wellness Floor and ChildWatch areas and leave in the designated area.
- Interact with staff during rounds, making sure each area is running smoothly and give support and assistance if needed.
- Monitor the cleanliness of all areas and the overall look of the facility. Pay particular attention to the bathroom areas and clean as needed.
- Act as lead in all emergency situations.
- Complete CDLOD checklist and report and file at the end of each shift.
- Assist in training and supervising the membership service representative staff.
- Provide leadership for an effective tour and enrollment procedure via desk staff.
- Provide leadership for the continued improvement of all desk services to include member and constituent relations, information and program registration.
- Assist in the delivery of appropriate sales and customer service training for desk staff.
- Assist in accurately maintaining all membership/program records and cash controls.
- Monitor temporary signage in the building for current information, accuracy and professional look.
- Follow and enforce all YMCA procedures and policies, including: personnel guidelines, safety guidelines, facility access procedures and membership policies. Carry out emergency plans as necessary.
- Be dressed in appropriate attire and wear nametag at all times.
- Attend and remain current on all mandatory trainings and staff meetings.
- Be knowledgeable and supportive of the YMCA annual support campaign. Participate in assigned leadership functions for the campaign.
- Coordinate Member Services room rentals and help ensure other departments' rentals are set up and ready on time.
- Assume other responsibilities as deemed appropriate by supervisor.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb or balance, stoop, kneel, crouch, or crawl, and talk and hear.
- The employee must also regularly lift and/or move 40 pounds while performing their job functions.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
- Acute hearing skills are required.
- The typical noise level in the member service area is moderate.
- The employee may be occasionally exposed to toxic or caustic chemicals when cleaning.

Employee Signature and Date

Director Signature and Date