



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Job Title: **Building Supervisor**

FLSA Status: Part-Time Non Exempt

Reports to: Property Director

Department: Building

Revision Date: 05/2021

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 by delivering excellent service to all members, guests, and program participants. Responds to facility needs, including responding to all incidents/accidents. Maintains cleanliness, organization and policies throughout the facility and grounds.

ESSENTIAL FUNCTIONS:

1. Positively models and reinforces YMCA's core values, mission statement, and relationship-building skills in all interactions. Provides excellent service to members, guests, and participants
2. Promotes members connecting with one another and with the YMCA. Ensures YMCA building and individuals are secure during shift. Effectively manages emergencies and situations with employees, members and guests in accordance with YMCA policies. Handles and resolves member concerns and informs management of unusual situations or unresolved issues. Responds to all member inquiries and complaints in a timely manner and works to resolve problems to ensure member satisfaction and promote customer service
3. Patrols facility and grounds to ensure a safe, secure and clean environment. Knows/reviews all emergency procedures and responds to emergency situations immediately in accordance with YMCA policies and procedures. Completes related reports as required. Understands and consistently applies safety rules, policies and guidelines for the facility. Effectively manage discipline problems with employees, members and guests in accordance with YMCA policy
4. Assist staff in all departments as needed. Provides tours and informational assistance to members and guests. Ensures that towels are fully stocked and laundry is progressing
5. Reports shift activities to supervisor
6. Perform other duties as needed

YMCA COMPETENCIES:

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.

Fond du Lac Family YMCA

90 W. 2nd Street
Fond du Lac, WI 54935

QUALIFICATIONS:

1. CPR, AED and First Aid certification within 30 days of employment
2. Blood Borne Pathogens Training within 30 days of employment
3. Must be able to easily move through all program areas and effectively communicate and actively interact with customers.
4. Excellent interpersonal and problem solving skills.
5. Ability to connect with people of diverse backgrounds.
6. Must be able to lift and carry (5 – 50 pounds)

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 often required to: climb stairs, bend, stoop, kneel, twist, reach with hands, sit, stand for an extended period of time, climb ladders, walk, shovel snow, plow snow, lift and/or move up to 50 pounds, have finger dexterity, grasp, perform repetitive motions, talk, hear and have visual acuity.
- The work is performed both indoors and out, and may require travel to various locations.
- While performing the duties of this job the employee is exposed to weather conditions prevalent at the time.