

Marion Family YMCA

POSITION DESCRIPTION

TITLE: Relationship Manager–On-Duty
GRADE: IV
SUPERVISOR: Director of Relationships
DATE: August 2020

Position Summary: Under the direction of the Director of Relationships, and in accordance with the Strategic Road Map of Marion Family YMCA, the Relationship Manager-on-duty will fully understand and communicate the Y as a cause driven organization; build strong relationships with members and guests; and is responsible for operation while on duty including handling emergencies, supervising staff on duty and solving problems and maintaining a healthy & safe environment. Incumbent must role model the Y values of caring, honesty, respect and responsibility and work daily to develop personal and meaningful relationships with members, staff, and guests.

Position Requirements: Position requires a person be a high school graduate or equivalent and at least 21 years of age. Must possess human relations skills (e.g.: helpful, friendly, courteous, enthusiastic, good communicator and able to work with the public). Must have strong leadership skills and be able to handle emergencies and unexpected situations in a positive manner. Additional skills include ability to promote the Y mission and communicate effectively with people of all ages and backgrounds. CPR and First Aid certifications are a prerequisite. Must complete a series of defined trainings prior to starting position and additional trainings throughout tenure.

PHYSICAL REQUIREMENTS: Incumbent must be able to move freely and quickly throughout the Y facility; move easily across a variety of indoor and outdoor surfaces; communicate effectively with people; explain or demonstrate fitness equipment; be on feet and walking 80% of the time for up to a six hour shifts and lift up to 50 pounds.

INITIAL TRAINING REQUIREMENTS (must complete prior to first shift as Relationship Manager):

- Exceeding Member Expectations – Building relationships and engaging members
- Living Our Cause – Understanding and articulating the Y as a Cause-Driven Organization
- Operational Responsibilities – Acting as manager of operation

ESSENTIAL FUNCTIONS:

1. Build meaningful relationships with members, guests and participants; help members connect with one another and to the Y.
2. Maintain a clean & sanitary environment by following all department & association protocols for health, cleaning & sanitizing; and proactively cleaning & sanitizing any area of the building as needed.
3. Work daily to nurture the potential of youth and teens; help people improve their well-being; and provide opportunities for people to give back and support their neighbors.
4. Fully understand and communicate the Y as a cause driven organization.
5. Understand Health Seekers and help the Director of Relationships provide programs and an environment that is supportive of their efforts to incorporate healthy behavior into their lives.
6. Manage conflict and emergencies, specifically analyze situations, grasps problems and draw reliable conclusions and take appropriate action without waiting for direction.
7. Responsible for overall immediate operation of the facility while on duty including acting as supervisor of staff on duty, resolving conflicts and providing excellent service to members and guests.
8. Embrace, support and role model concepts of Listen First, building relationships, member engagement and healthy lifestyles to all members.

9. Communicate in ways that are nurturing, welcoming, and hopeful, nurturing and fun.
10. Communicate regularly and effectively with all Directors and supervisor regarding unusual incidents, unresolved issues and general functioning of organization while on duty.
11. Introduce the Y to prospective members.
12. Keep informed on all Y programs & service; and is able to match members' personal goals and needs with specific Y program and services.
13. Uphold Y policies and philosophy; use character development as a basis in working with members, participants, and the public and staff.
14. Secure building for opening and/or closing according to current procedures.
15. Attend scheduled staff meetings and training sessions as required.
16. Assist supervisor, Executive Director and staff team as necessary / requested to ensure successful outcome of YMCA operations and mission.
17. The incumbent must be able to fulfill the above job requirements by purposefully and seamlessly challenging her/himself and others to accept and demonstrate the positive values of caring, honesty, respect and responsibility.

EFFECTS ON END RESULT:

The effectiveness of the incumbents' fulfillment of this position should be measured by:

1. A Y that has strong relationships with its members, guests and donors as reflected in membership retention and program participation.
2. A Y that is welcoming and supportive of the entire community without regard to our differences.
3. Members are connected and supported as measured by member satisfaction surveys, program evaluations and other means.
4. A Y whose programs and services nurture the potential of youth and teens; improve people's health and well-being; and provide opportunities for people to give back and support their neighbors.
5. The Marion Family YMCA will be known in the Marion area as an organization that strengthens the foundations of the community.

Incumbent: Print Name

Incumbent's Signature

Date

The Marion Family YMCA instills the values of caring, honesty, respect and responsibility through programs and services that a build healthy, spirit, mind and body for all.