



Duty Staff

Tom A. Finch Community YMCA

Title of Position: Duty Staff
Reports to: Director of Membership
Classification: Hourly

General Function

Under the supervision of the Director of Membership, the duty staff person shall be responsible for overall supervision of the building and property during the hours after 5:00 pm Monday – Friday and on weekends.

Duties and Responsibilities

- Opens facility, making sure that all appropriate areas are accessible and ready for participation. Secures those areas that will not be used.
- Works with all staff to maintain safety and order of facility, programs, and grounds.
- Insures availability to member service staff as needed. Refrains from scheduling meetings, classes, events or activities, as these would interfere with the responsibilities as duty staff.
- Answers inquiries and provides information to members/guests regarding membership and programs.
- Responds to member concerns.
- Conducts periodic checks of all interior and exterior areas.
- Directs response to emergency situations.
- Determines necessity of contacting management staff re: specific issues.
- Secures building at closing using check off list, assuring that all participants are out of the facility.
- Responds appropriately to risk management issues by continually familiarizing his/herself with emergency policies and procedures.
- Follows employee dress code for duty staff.

Qualifications

Knowledge, Attitude, Skills, and Habits

- Ability to articulate the YMCA mission
- Demonstrated proficiency in supervising
- Commitment to excellence and high standards
- Strong problem solving skills
- Ability to deal effectively with a diversity of individuals

- Good judgment with the ability to make timely and sound decisions
- Ability to respond to safety and emergency situations
- Must obtain CPR/First Aid certification
- Must obtain Lifeguard certification

Physical Abilities

- Must possess auditory, verbal, and visual capabilities to adequately communicate via telephone and in person

Disclaimers

- Must complete successful criminal background check and drug screen
- All the above duties and responsibilities are essential job functions subject to reasonable accommodation. The YMCA promotes an equal opportunity workplace that includes reasonable accommodation of otherwise qualified applicants and employees. Please see your supervisor should you have any questions about this policy or these job duties.
- This job description may not be all-inclusive and employees are expected to perform all other duties as assigned and directed by their supervisor. Job descriptions and duties may be modified when deemed appropriate by senior management.

1/29/2018