



Job Title: Building Supervisor
FLSA Status: Non-Exempt
Reports to: Membership Director
Revision Date: 03/21/2024

Position Summary:

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the YMCA.

Essential Functions:

1. Provides excellent service to members, guests, and program participants in person and on the phone, contributing to member retention.
2. Interviews and/or tours prospective members.
3. Builds relationships with members; helps members connect with one another and to the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. Monitors all spaces in the YMCA including locker rooms, gymnasium, lobby, pools, fitness center, etc.
7. Completes all duties listed on the daily schedule. Duties include, but are not limited to, wet and dust mopping, dusting, trash removal, recycling, window washing, vacuuming, seasonal activities dealing with lawn care and snow removal, and general cleaning.
8. Records and reports all needed repairs.
9. Ensures YMCA building and property is secure during shift and report incidents and hazardous conditions to supervisor.
10. Replaces soap, paper towels, and other supplies.
11. May set up furniture for events.

YMCA Competencies (Leader)

Mission and Community Oriented: Accepts and demonstrates YMCA values. Works effectively with people of different backgrounds, abilities, opinions and perceptions. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them.

People Oriented: Seeks first to understand the other person's point of view, and remains calm in challenging situations. Builds rapport and relates well to others. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Results Oriented: Strives to meet or exceed goals and deliver a high-value experience for members. Embraces new approaches and discovers ideas to create a better member experience. Makes sound judgments, and transfers learning from one situation to another.

Our Mission

To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

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Establishes goals, clarifies tasks, plans work and actively participates in meetings. Supports fundraising. Follows budgeting policies and procedures, and reports all financial irregularities immediately.

Personal Development Oriented: Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process.

Qualifications:

1. Certifications required within 60 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to report and record maintenance requests.
4. Ability to report and record incidents.
5. Ability to connect with people of diverse backgrounds.
6. Previous customer service, sales or related experience.

Physical Demands:

Sufficient strength, agility and mobility to perform essential functions of position.

This job description is not intended to be all-inclusive. It is understood that the employee will also perform other responsible business related duties if requested by the immediate supervisor or CEO. Job descriptions are reviewed periodically and may be revised if deemed necessary.

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