



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

**YMCA of Greater Syracuse
Job Posting**

Job Title: Family Prime Time Assistant

Reports To: Family Coordinator

FLSA: Non-exempt – Part-time

Work Location: North Area Family YMCA

Work Schedule: Various shifts Monday – Friday 8:30am to 12:30pm & rotating Saturday's 8:30am to 1pm

*Also required to work Family Events held in the evenings

A Career with a Cause:

At the Y, strengthening community is our cause. Our mission is to put Christian principles into practice through programs that build healthy spirit, mind and body for all. We focus our work in three key areas, youth development, health living and social responsibility. We are committed to this cause because a strong community can only be achieved when we invest in our kids, our health and our neighbors.

General Functions:

Under the direction of the Family Coordinator, the Family Prime Time Assistant provides excellent member service by directing the Family Prime Time Center towards its primary objective of putting Christian principles into practice through programs that build a healthy spirit, mind, and body for all, by performing the following duties in accordance with the YMCA's policies and procedures.

YMCA Family Department Quality Service Theme:

By acting as role models and building lasting relationships, we make a positive difference in families' lives.

Essential Duties and Responsibilities:

The essential functions of this position include, but are not limited to the following:

- Create and maintain a physically and mentally safe environment of interest, confidence, and support, within which children can grow.
- Oversee supervision of all children; maintain that children are never left alone; make sure all children are watched at all times.
- Establish positive relationships with parents, children, volunteers, and other staff members; be a positive role model.
- Oversee positive reinforcement and redirection of children.
- Provide outstanding member service by addressing members concerns and implementing feedback.
- Be familiar with the reception area for child check-in and checkout procedures.
- Engage children in quality, age-appropriate program curriculum, weekly craft calendar, and lesson plans for daily program including themed units, arts & crafts, active games, and center-based learning.
- Inventory, maintain supplies, and supply requests under the direction of the Family Prime Time Supervisor.
- Maintain housekeeping in the Family Prime Time Center.
- Transport children to class via Wee Deliver and ensure they are signed-in to class.
- Be familiar with programs and special events throughout the facility and encourage families to participate.
- Actively support and participate in YMCA functions as notified by the supervisor.
- Attend all required staff meetings and provide input.
- Perform fire drills as required by the department.
- Substitute for staff when needed.
- Provide First Aid to children or staff when needed.
- Actively pursue training and learning opportunities and certifications/trainings relating to the position; maintain current certifications required by the position.
- Other duties as assigned by the supervisor.

Experience and Education:

- Prior experience working or volunteering with children ages 6 weeks to 11 years old.

Qualifications:

- Excellent communication (both verbal and written) and interpersonal skills are critical to the success of this position.
- Demonstrated ability to multi-task and handle multiple demands simultaneously with minimal direction.
- Possess and demonstrate excellent customer service, decision-making, problem solving, team oriented, creative thinking, and leadership skills.
- Ability to read, interpret and effectively communicate document, information and instructions such as safety rules, membership procedures, customer service, YMCA promotion and programs, and YMCA policies and procedures etc., train and instruct other staff members; promote the benefits of the YMCA, the facility and programs; and solve problems and take a leadership role in handling a variety of situations, problems, issues and/or complaints from members.

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- Brings to this position maturity, responsibility and a sincere interest in working with people of all ages.
- Possess a general knowledge and understanding of YMCA, its goals, and its mission.
- Possess knowledge of various resources for programming ideas and the skills to utilize that information in program implementation.
- Possess knowledge of age appropriate activities, developmental milestones, and expectations of children ages 6 weeks to 11 years old.
- Ability to observe confidentiality.
- Able to work a flexible work schedule to include evenings and weekends.

Trainings & Certifications:

- Must complete online Bloodborne Pathogens and Employee Safety trainings prior to initial assignment to position.
- Must hold CPR, AED, and First Aid (may be required at some branches) certifications or successfully complete no later than 30-days after employment begins.
- Must complete online Hazard Communication training within the first 90-days of employment.
- Must attend and complete Youth Protection Series, Darkness to Light and Listen First Training within the first 90-days of employment.

Core Competencies:

- Supports the Mission, Vision, and Direction of the YMCA: Understands and supports the mission of the YMCA; displays the YMCA values; displays flexibility and accepts changes; is willing to try new methods and make suggestions; shows a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.
- Builds Community: Understands and embraces the role of volunteers; helps members and participants make connections to others and to the YMCA; practices effective relationship-building techniques; supports the role of fund-raising in achieving the YMCA mission.
- Provides a Quality Experience for Members, Participants, Internal Customer and Other: Possesses the ability to deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; looks for better ways to serve in involve members, participants, internal customers and others.
- Works Productively: Demonstrates responsible actions; consistently performs duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies and procedures; is reliable and consistently punctual; actively participates in staff meetings, required trainings, and other work related activities; uses good judgment; uses YMCA resources appropriately and efficiently.
- Uses Effective Personal Behaviors/Communicates Effectively: Treats everyone with courtesy, respect, and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people; demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

Effect on End Results:

This position strongly impacts the effectiveness with which the YMCA accomplishes its mission. The YMCA Family Prime Time Assistant is committed to promote an enjoyable environment that teaches values, is healthy, safe, and provides an opportunity for positive growing experiences:

1. Family members are informed of Y programs and involved in various program areas
2. Strong relationships with parents and positive community image is developed
3. The Family Prime Time Assistant has safe and age-appropriate activities
4. High performing staff team with high rates of retention

Physical Demands:

Ability to frequently sit, use his/her hands and fingers, stand, walk, reach, balance, stoop, crouch, kneel, and climb. Ability to lift and/or carry and move up to 35 pounds (occasionally this could be more). Specific vision abilities required: close, color, distance, peripheral, depth perception, and ability to adjust focus.

Work Environment:

Duties are performed in a childcare setting; at times childcare employees may be exposed to undesirable working conditions, communicable infectious diseases, and the risk of injury from children. All childcare employees are required to follow the preventive health policies of the Family Prime Time Center at all times. The noise level in the work environment is moderate to above average.

How to Apply:

Interested candidates should respond to Diana Mendez, Family Coordinator at (315) 451-2562, ext. 212 or email their completed application to dmendez@syracuseymca.org or Laura Lipari, Human Resources Coordinator at (315) 474-6851, ext. 356 or email their completed application to llipari@syracuseymca.org, no later than September 25, 2018.

The YMCA of Greater Syracuse reserves the right to interview only those internal candidates that based on their qualifications, experience and background meets the requirements of the job vacancy.