



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

**YMCA of Greater Syracuse  
Job Posting**

**Job Title:** Family Prime Time Supervisor

**Reports To:** Family Director

**FLSA:** Non-exempt – Part-time

**Work Location:** East Area Family YMCA

**Work Schedule:** Hours vary; Monday – Friday from 8:30am to 1pm & 3:45pm to 8:30pm AND  
Rotating Saturday's from 8:30am to 1pm

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**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, healthy 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 Director, the Family Prime Time Supervisor carries out the administrative and supervisory responsibilities in accordance with the YMCA's policies and procedures. Responsibilities include plan, develop, promote, assign and direct work, supervise staff to include performance, annual appraisals, employee recognition and discipline, also address member complaints and resolve problems.

**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.
- Directly supervise Family Prime Time Assistants and volunteers including motivation, recognition, behavior management, scheduling, and orientations.
- Oversee positive reinforcement and redirection of children.
- Provide outstanding customer service by addressing customers concerns and implementing feedback.
- Oversee the reception area for child check-in and check-out procedures.
- Plan, implement and 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 to the Family Director.
- Oversee record-keeping including: check-in procedures, monthly newsletter information, craft samples, lesson plans.
- 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.
- Track monthly attendance numbers.
- Actively support and participate in YMCA functions as notified by the Family Director, including Family programs.
- Attend all required staff meetings, to include bi-weekly supervisor meetings and provide input.
- Perform fire drills as required by the Family Director.
- Be familiar with the job responsibilities of the Family Prime Time Center Assistants.
- Substitute for staff when needed.
- Perform 90-day and annual reviews with the Family Director for the Assistants.
- 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 Family Director.

**Experience and Education:**

- Associates or Bachelor's Degree in a child related field

- Minimum of two-years of related work experience working with children ages 6 weeks to 11 years old, which is the equivalent to the educational requirements.
- Minimum of one-year supervisory and problem solving experience with staff.

### **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, supervising, 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.
- 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 – 11 years old.
- Proven competencies in administration, supervision, and program development.
- Ability to observe confidentiality.
- Able to work a flexible work schedule to include evenings and weekends.
- Must be at least 21 years old.

### **Trainings & Certifications:**

- Must complete online Bloodborne Pathogens and Employee Safety training prior to initial assignment to position.
- Must complete Youth Protection Series training within 30-days of employment.
- Must complete online Hazard Communication training within the first 90-days of employment.
- Must hold CPR and AED certifications or successfully complete no later than 30-days after employment begins.

### **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 Supervisor 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 Supervisor has safe and age-appropriate activities
4. High performing staff team with high rates of retention

Family Prime Time Supervisor Job Posting  
September 12, 2017

**Physical Demands:**

Ability to frequently sit, use his/her hands and fingers, stand, walk, reach, climb, 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 Prime Time at all times. The noise level in the work environment is moderate to above average.

**Americans with Disabilities Specifications:**

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.

**How to Apply:**

Interested candidates should respond to Nicole Calhoun, Family Director at (315) 637-2025, ext. 237 or email their application to [ncalhoun@syracuseymca.org](mailto:ncalhoun@syracuseymca.org) or Laura Lipari, Human Resources Coordinator at (315) 474-6851, ext. 356 or email their application to [llipari@syracuseymca.org](mailto:llipari@syracuseymca.org), no later than September 26, 2017.

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.