



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

**YMCA of Greater Syracuse
Job Posting**

Job Title: Relationship Manager on Duty (RMOD)
FLSA: Non-exempt – Part-time
Work Schedule: Nights, Occasional Weekend

Reports To: Associate Executive Director
Work Location: Southwest YMCA @ OCC

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 supervision of the Executive Director, the RMOD will be responsible for the overall supervision of the YMCA building, grounds and staff. The incumbent is responsible for the smooth operation of membership services, program participation, building maintenance, and staffing supervision ensuring everyone is following all YMCA policies and procedures. The RMOD will act as the senior staff person and responsible for overseeing all departments during his/her shift. He/she will determine when to contact senior management regarding matters of program/membership delivery and facility operations.

Responsibilities/Duties/Functions/Tasks:

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

In the absence of any other YMCA director, the RMOD will be responsible for:

- All programs and facility operations of the branch to include;
 - Ensuring staff are at their assigned posts and reporting any discrepancies (e.g. scheduling conflicts) to the proper department head.
 - Serving as first point of contact for all membership-related concerns; following up with the proper department head.
 - Evaluating program areas and staff by completing RMOD reports on every shift.
 - Opening and/or closing of the branch facility, as well as monitoring security procedures and facility operations during the assigned shift.
 - Following prescribed opening and closing protocol.
 - Serving as primary responder to all security and fire alarms
 - Serving as primary responder to all facility operation incidents.
 - Review all "incident reports" filed during assigned shift.
 - Assist all staff in taking responsibility for all equipment and supplies used, help to maintain good working conditions, inventory, and clean-up after all activities.
 - Follow all YMCA policies and procedures at all times.
 - Maintain a clean facility appearance at all times.
 - Report any maintenance or repair needs to the appropriate director.
 - Maintain and distribute first-aid supplies as needed; follow established Y policies and guidelines in the event of an accident or injury (includes filing incident reports and notifying appropriate department head).
- All other duties as assigned by the Supervisor.

Experience and Education:

- High School Diploma
- Minimum two years of related experience customer service and staff supervision.
- Within 30-days of employment, familiarize themselves with all YMCA policies and procedures.

Qualifications:

- Must possess the competence and confidence to supervise a safe environment for all members, program participants, volunteers and staff.
- Excellent organizational and communications skills both verbal and written are essential to the success of this position.
- Able to demonstrate good problem-solving skills along with a good understanding of the operations of the building.

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- Brings maturity to this position, responsibility and a sincere interest in working with a diverse group of people.
- Possess a general knowledge and understanding of the Ys mission and areas of focus.
- Possess knowledge of all programs and services the Y has to offer.
- Must have the skills, knowledge and genuine willingness to assume a visible presence in the facility.

Trainings & Certifications:

- Must complete online Bloodborne Pathogens and Employee Safety trainings prior to initial assignment to position.
- Must hold first aid, CPR, AED, within first 30 days of employment.
- Must attend and complete Youth Protection and Listen First Training within the first 90-days of employment.
- Must complete Hazard Communication 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:

- Maintenance of high-quality YMCA programming that supports the Ys core program goals and meets the needs of our members.
- Creates a safe environment for all members, program participants, staff and volunteers.
- Retention of positive community attitudes towards the Y and its programs.
- Maintenance of quality program supplies and facilities.

Physical Demands:

Ability to frequently stand, sit, walk, talk, hear, type, run, jump, kick, catch, throw, climb, kneel, bend, reach, balance, crouch or crawl, climb and/or balance, reach with hands and arms, handle or feel, stoop, lift/move and carry approximately 35 pounds, and use hands and fingers. Must be able to lift and/or maneuver large gym equipment. Special vision abilities required distance, peripheral, depth perception, and ability to adjust focus.

Work Environment:

Work is normally performed in a typical office environment; however, some activities are conducted in a variety of indoor and outdoor locations dependent on the program. At times, the employee may be exposed to situations where injuries may occur. 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 Jack Korzyp, Associate Executive Director at (315) 498-2873 or email their application to jkorzyp@syracuseymca.org or Laura Lipari, Human Resources Coordinator at (315) 474-6851, ext. 356 or email their application to llipari@syracuseymca.org, no later than January 23, 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.