



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

**YMCA of Greater Syracuse
Job Posting**

Job Title: Teen Center Floor Staff
FLSA: Non-exempt – Part-time
Work Schedule: Hours will vary; Tuesday & Thursday from 3:15pm to 8:15pm and Saturday from 12:45pm to 8pm

Reports To: Teen Development Director
Work Location: East Area Family YMCA

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 Function:

Under the direction of the Teen Development Director, the Teen Floor Staff provides excellent member service by directing the Teen Department toward its primary objective of putting Christian Principles into practice through programs that build healthy spirit, mind, and body for all. The incumbent is a team player who demonstrates strong leadership skills in program development, supervision, organization, planning and verbal and written communications.

Essential Duties and Responsibilities:

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

- Create an environment of interest, confidence and support, within which youth and teens can grow.
- Establish positive relationships with teens, parents and other staff members; be a positive role model.
- Oversee supervision of all teens in the Teen Center, including positive reinforcement and behavior management when necessary.
- Follow the guidelines of the Teen Center. Educate and reinforce safety
- Maintain a physically and mentally safe environment for youth and teens, maintain housekeeping of site at all times.
- Actively support and participate in YMCA functions as notified by the Supervisor.
- Attend required staff meetings and trainings, giving input on programming issues.
- Maintain fully stocked and accessible First Aid kit.
- Oversee operation of snack bar, including daily inventory logs and adherence to cash handling procedures.
- Follow and enforce association and departmental policies, including the substitute policy.
- Actively pursue training and learning opportunities and certifications relating to the position; maintain current certifications required by the position.
- Assist with the administration of teen programs.
- Other duties as assigned by the Supervisor.

Experience and Education:

- Work or volunteer experience working with teens ages 10 to 17 years of age.

Qualifications:

- Possess the ability to work well with children, teens and adults to ensure high quality program results.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- 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.
- Possess a general knowledge and understanding of YMCA, its goals, and its mission.
- 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 complete Listen First and Child Abuse Prevention trainings 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 End Results

This position strongly impacts the effectiveness with which the YMCA accomplishes its mission. The role requires that all Teen Program Staff and Assistants be committed to building positive relationships, maintaining a safe environment/program and portraying a healthy lifestyle for children and teen in the community.

1. Teen members are informed of Y programs and involved in various program areas.
2. Strong relationships with teens and positive community image is developed.
3. The Teen Center staff provides 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 recreational setting; at times, employees may be exposed to undesirable working conditions, communicable infectious diseases, and risk of injury from participants. All employees are required to follow the preventative health policies of the YMCA at all times. The noise level in the work environment is moderate to above average.

How to Apply:

Interested candidates should respond to Allison Clarke, Teen Development Director at (315) 637-2025, ext. 230 or email their application to aclarke@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 August 24, 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.