



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

YMCA of Greater Syracuse Job Posting

Job Title: Tennis Program Administrator

Reports To: Tennis Program Director

FLSA: Non-exempt – Part-time

Work Location: Manlius YMCA

Work Schedule: Monday – Friday, hours are flexible

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 Program Director, the Tennis Program Administrator will assist with leading, managing and overseeing tennis activities, events, exhibitions, tournaments and lessons. The incumbent must demonstrate strong skills in the areas of organization, relationship building, developing collaborative relationships and financial management.

Essential Duties and Responsibilities:

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

- Work with the Program Director to develop well in advance an annual social, competitive and instructional program for all ages, gender and skill levels that might include; lessons, leagues (USTA, TACNY, in-house), exhibitions, inter and intra tennis events, seasonal court time, camps and charity and community based events.
- Assist with planning, promoting and executing these events to exceed member expectations; promote existing and new programs in order to see continued growth in accordance with branch goals, creating partnerships where appropriate.
- Help the Program Director with organizing and administering tournaments, exhibitions and events (at least 4 per year).
- Maintain accurate and updated profiles of all members. Contact all new members and get them involved within the first 30 days of membership.
- Administer and enforce tennis policies and procedures regarding fair play on tennis courts.
- Maintain an accurate record of all lessons and clinics given; create a reporting system of program results to keep management informed.
- Ensure all members and guests receive courteous, prompt and professional attention to all of their tennis needs.
- Work with the Program Director to develop and prepare monthly newsletters, bulletin boards and website sources for promoting activities, registration and member recognition.
- Develop and maintain positive relationships with members, parents, USTA, TACNY and other community partners.
- Assess the inclusion of the Y's mission, values and safety guidelines in all program areas.
- Understand and consistently administer the branch and association policies and procedures; ensures staff also comply.
- Ensure program rosters and attendance sheets are printed prior to the start of each session.
- Ensure that all programs have been inputted in Club Automation (CA) and CCC.
- Become an expert in CA and provide training to staff that use the software.
- Provide leadership and oversight to Tennis Center equipment and preventive maintenance on an ongoing basis.
- Responsible for monthly billing of play pass and private lesson clients.
- Responsible for fee collection
- Other duties as assigned by the Program Director.

Financial Development

- Provide leadership to the YMCA of Greater Syracuse's Annual Campaign. Support the Program Director with branch fundraising initiatives.

Fiscal Management

- Assist the Program Director to develop, implement, manage and be accountable for assigned department budgets. Achieve income and control expenses according to budget to insure high quality programs and standards in all department. Prepare monthly reports and analysis as required by the Supervisor.

Collaborative Relationships

- Represents and promotes the YMCA in the local community and develops positive working relationships with other organizations, businesses, and governmental entities. Develops and maintains collaborative relationships with community agencies in service deliver areas.

Volunteer Development

- Responsibilities include assisting in the recruitment and development of program volunteers. Supports the Program Director with volunteer activities (policy and program) at the branch.

Association Duties

- The Tennis Program Administrator serves as a vital and contributing member of the Y team and supports the overall objectives of the Y. Proactively monitor branch risk management activities, insuring safe, clean facilities in good repair. Assures own professional development. Exemplifies core values of the YMCA caring, honesty, respect and responsibility in all aspect of his/her job performance and relationships with others.

Experience and Education:

- High School diploma or equivalent
- At least one year experience in bookkeeping.
- Due to the diversity of responsibilities, a high degree of organizational ability is needed, along with strong skills in new program development, and written and verbal communication skills.

Qualifications:

- Ability to establish and maintain collaborations with community organizations.
- Possess strong leadership and communication (verbal and written), and interpersonal skills are critical to the success of this position.
- Ability to make independent decisions, and determine the appropriate course of action.
- Able to manage complex and difficult situations with a high level of professionalism.
- Strong organizational skills, self-starter with initiative to work independently.
- Must be computer proficient using Microsoft Office software programs and previous experience with database software programs.
- Passionate commitment to the Y's mission, member relations, and the Y's core values.
- Highly skilled in planning and implementation of administrative procedures and ability to enforce safe regulations.
- Maintain confidentiality with regard to all confidential matters of the association.
- Ability to think both conceptually and from a task-oriented approach.
- Ability to respond respectfully and accurately to questions and/or concerns from staff, volunteers, donors, business and community contacts.
- Comply with all applicable compliance and safety regulations and directives.

Trainings & Certifications:

- Must complete the online Bloodborne Pathogens and Employee Safety training prior to initial assignment to position.
- Must attend and complete Listen First, CPR and First Aid within 90-days of employment.
- Must complete online Hazard Communication training and Youth Protection series within the first 90-days of employment.

YMCA Competencies:

- Mission Advancement: Reinforces the Y's values within the organization and the community. Effectively communicates the benefits and impact of the YMCA's efforts for all stakeholders. Implements effective systems to develop volunteers at program, fundraising, and policy leadership levels. Secures resources and support for all philanthropic endeavors.
- Collaboration: Develops strategies to ensure staff and volunteers reflect the community. Builds and nurtures strategic relationships to enhance support for the YMCA. Serves as a community leader building collaborations based on trust and credibility to advance YMCA mission and goals. Communicates for influence to attain buy-in and support of goals. Provides tools and resources for the development of others.
- Operational Effectiveness: Integrates multiple thinking processes to make decisions. Involves members and community in the development of programs and activities. Ensures execution of plans. Institutes sound accounting procedures, investment policies and financial controls. Assigns clear accountability and ensures continuous improvement.

- **Personal Growth:** Fosters a learning environment embracing diverse abilities and approaches. Creates a sense of urgency and positive tension to support change. Anticipates challenges that can sidetrack or derail growth and personal learning. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

Effect on End Results:

1. Development and implementation of high quality programs that serve the needs of the community demonstrating the Y's areas of focus; Youth Development, Healthy Living and Social Responsibility.
2. Sound fiscal operations including income production and expense control.
3. Retention and development of favorable community relations and perceptions of the YMCA.

Physical Demands:

Ability to frequently sit, use hands and fingers, stand, typing, walk, reach, climb, balance, stoop, crouch, kneel and climb stairs. Occasionally required to lift and/or carry and move up to 40 pounds. Specific vision abilities required close, color, distance, peripheral, depth perception and ability to adjust focus. Hear noises and distress signals in the office environment with background noise and perform all needed rescues skills. Movements frequently and regularly require using the wrists, hands and/or fingers.

Work Environment:

Work is normally performed in a typical YMCA facility environment; however, some activities are conducted in a variety of indoor and outdoor location 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 Lesley Wilcox, Associate Executive Director at (315) 692-4777, ext. 203 or email their application to lwilcox@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 December 11, 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.