**KOSCIUSKO COMMUNITY YMCA**

Job Title:  **Building Supervisor**

FLSA Status: Non-Exempt

Reports to: Director of Safety and Recreation

**Position Summary:**

This friendly, observant person needs to be an authority figure who is not intimidated when facing confrontation, but does it in a compassionate, respectful and creative manner. The person provides a quality experience for members through the YMCA core values: honesty, respect, responsibility and caring. This person meets needs and takes care of any issues that arise in the absence of management staff, ensuring that all staff, members and guests are following YMCA policies. This person should be hard-working and productive, showing initiative in evaluating needs and finding solutions. The end results of this position are satisfied, safe members and directed, effective staff.

**Essential Functions:**

1. Member safety: Creates a safe environment for all staff, members, and guests by ensuring that all members follow YMCA rules and core values. Makes continuous rounds throughout the building, and makes ongoing, systematic observations and evaluations of each participant and staff. Addresses any noted safety hazards immediately.

2.Facility security: Thoroughly familiar with building layout, safety procedures, emergency procedures, and YMCA operations. Will be main responder to all emergencies and incidents.

3.Member relations: Maintains positive relations with all staff, members and guests. Models relationship-building skills in all interactions. Remains positive in situations needing disciplinary action.

4.Professionalism: Complies with all YMCA policies. Follows dress code policy with a neat, clean appearance. Attends all staff meetings and trainings. Arrives to scheduled shifts on time and ensures shift is covered if a conflict arises.

5.Conflict Resolution: Acts as a peace-maker when complaints are made or discrepancies arise with or between staff, members or guests.

6.Staff Communication**:** Contacts the appropriate department director with updates on any issues that arose during the shift. Active in communication with co-workers and supervisor.

**In absence of another YMCA director or coordinator, the building supervisor will:**

* Act as department supervisor for all departments
* Facilitate all programs and operations of the branch
* Confirm all staff scheduled are present and report any discrepancies to the department head
* Serve as the first point of contact for all member-related concerns
* Open or close the facility, following opening and closing protocol
* Serve as the main responder to all security and fire alarms and all facility incidents

**YMCA Competencies (Leader):**

Community: Demonstrates a desire to serve others and fulfill community needs, advancing the mission of the Y. Encourages other staff members, getting involved with each department. Invites members of all ages and backgrounds into the Y experience. Ensures a high level of service.

Communication: Seeks first to understand the other person’s point of view, and remains calm in challenging situations. Listens for understanding and meaning, and speaks and writes effectively. Responding quickly to supervisors and co-workers, active in department-specific communication.

Decision Making: Makes sound judgments, and transfers learning from one situation to another. Capably handles difficult and potentially stressful situations. Provides others a framework for making decisions. Possesses strong strategic and critical thinking skills.

Emotional Maturity: Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Anticipates challenges that can sidetrack or derail growth.

**Qualifications:**

1. Over age 21 preferred.

2. Certifications: CPR and First Aid. If not certified, must be certified within 30 days of hire.

3. Must complete all required YMCA online trainings prior to initial shift assignment.

4. Early morning, night, and weekend availability.

5. Previous experience working with youth and experience in customer service preferred.

6. Previous YMCA experience preferred.

**Physical Demands:** This individual needs to be able to lift and carry at least 45 pounds. If individual must lift and carry more than 45 pounds, they must ask for assistance from another staff member. This individual will be required to stand and walk for extended periods of time while demonstrating physical stamina and agility.

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Signature, Building Supervisor  Date

Revised March 2015