



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## BERWICK AREA YMCA JOB DESCRIPTION

Job Title: **Relationship Manager on Duty**

FLSA Status: Non Exempt

Reports to: Member Relations Manager

Revision Date: 02/15/20

---

### POSITION SUMMARY:

The Relationship Manager on Duty is responsible for the overall supervision of the YMCA building and operations in the absence of YMCA professional directors. This person must be able to supervise staff and volunteers and ensures everyone follows safety standards and policies of the YMCA. The position is responsible for ensuring a quality, safe experience for all members, guests and program participants as well as initiating responses to problems and emergencies.

### ESSENTIAL FUNCTIONS:

1. Conducts regular facility walk-throughs for the purpose of safety, excellent member service and a proactive approach to problems.
2. Provides YMCA tours responsive to the needs of prospective members.
3. Builds relationships with members; helps members connect with one another and the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Interprets and applies all YMCA policies in the performance of their duties.
6. Identifies problems that occur during shift and makes decisions on best approaches for resolution.
7. Provides support to the membership staff in the form of breaks and assistance during busy times.
8. Provides support to the aquatic and wellness staff by regularly walking through these areas.
9. Initiates YMCA response to all emergency situations. Provides direction to all other staff and insures effective communication in such instances.
10. Provides regular checks on all doors/entrances and rooms in facility insuring they are properly secured. Insures against unauthorized access/use of facilities.
11. Assists other staff in taking responsibility for helping maintain good working conditions and clean-up after programs.

### YMCA COMPETENCIES (Leader):

Mission Advancement: Accepts and demonstrates the Ys values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point

of view, and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

*Operational Effectiveness:* Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures, and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

*Personal Growth:* Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. 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.

#### **QUALIFICATIONS:**

1. Certifications required within 30 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal, decision-making and problem solving skills.
3. Ability to maintain composure during emergencies.
4. Must possess the competence and confidence to supervise a safe environment for all members, program participants, volunteers and staff.
5. Must have skills, knowledge and willingness to assume a visible presence in the facility.
6. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
7. Must have the physical capability to lift and carry 30 pounds. Physical stamina to stand and walk for extended periods of time.

#### **EFFECT ON END RESULT:**

1. Creation of a safe environment where all participants can be involved in the YMCA in a safe, enjoyable manner.
2. Retention of positive member and community attitudes toward the YMCA and its programs.