



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

BATH AREA FAMILY YMCA JOB DESCRIPTION

Job Title: **Building Monitor**

FLSA Status: Non-Exempt

Primary Function/Department: Membership

Reports to: Membership Engagement Director

Revision Date: 2/11/2022

POSITION SUMMARY:

This position supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living, and social responsibility. The building monitor engages and delivers excellent service to all members, guests, and program participants while ensuring the building is safe and running efficiently.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:

1. Promotes a positive, professional, and welcoming atmosphere by providing excellent service to members, guests, and program participants either by phone or as they enter the Y or upon leaving the Y.
2. Exemplify the YMCA's mission and core values; caring, honesty, respect and responsibility and serves as a healthy lifestyle role model for members and guests.
3. Be a champion for youth members and help them safely and properly use the facility and any equipment.
4. Enthusiastically greets members and guests throughout the building.
5. Conducts tours responsive to the needs of prospective members.
6. Builds authentic relationships with members; helps members connect with one another and the YMCA.
7. Supervises and provides direction and guidance for members and guests in the facility.
8. Monitors facility to ensure a safe, clean, hazard-free environment. Available to assist in cleaning as necessary.
9. Knows emergency procedures, responds to and handles all emergency situations accordingly.
10. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.

The Y: We're for youth development, healthy living, and social responsibility.



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11. Applies all YMCA policies and procedures.
12. Always demonstrate professional conduct and image.
13. Perform additional duties as assigned by supervisor or designated staff person.

LEADERSHIP COMPETENCIES:

- Engaging Community
- Communication & Influence
- Developing Self & Others

QUALIFICATIONS:

1. At least 18 years of age.
2. High School diploma or equivalent.
3. Communicate the Y-Voice, demonstrating determination, genuine concern, a welcoming attitude, hopefulness, and a nurturing spirit.
4. Excellent interpersonal and problem-solving skills.
5. Work with minimal supervision, assess the needs of the facility and know how to prioritize the tasks.
6. Ability to relate effectively to diverse groups of people from all social and economic segments of the community. Ability to develop positive, authentic relationships with people from all age groups and different backgrounds.
7. Previous customer service, or related experience.
8. Good knowledge of computers and Microsoft Office.
9. CPR, First Aid, AED certifications and Child Abuse prevention training within 30 days of hire date.
10. Understands the YMCA is a public accommodation committed to inclusion and compliance with the Americans with Disabilities Act (ADA).

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- 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.
- While performing the duties of this job, the employee is regularly required to communicate using a computer, phone or smart device.
- The employee frequently is required to sit and reach and must be able to move around the work environment.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
- The noise level in the work environment is usually moderate but at times can be very noisy.



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SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____