



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## Tri-Cities Family YMCA Job Description

Position Title: **Building Supervisor**

Reports to: **Facilities Director**

Department Supervisor: **Facilities Director**

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### OVERALL FUNCTION

Has primary management control over all aspects of Tri-Cities Family YMCA operations, with a special focus on building safety /security functions and building maintenance /custodial functions during open building hours. Active involvement in building oversight is required.

### QUALIFICATIONS

1. High school diploma preferred.
2. At least one (1) year of participatory safety or security work experience is desirable.
3. First Aid and CPR certification is required within the first six months of employment.
4. Able to work independently and take decisive action within limits of authority and responsibility. Able to perform multiple tasks. Able to interact in a positive manner with YMCA guests, members and the general public. Good communication and listening skills are essential to the success of this position.
5. Willingness to continue acquiring knowledge relevant to the position through the study of printed materials and on-site training opportunities.

### CUSTOMER SERVICE STATEMENT

Our number one goal is to provide outstanding customer service. Every YMCA employee is expected to be: a good listener, knowledgeable, friendly, professional, helpful, and willing to go the extra mile to EXCEED the customer's expectations. We demonstrate the values of caring, honesty, respect, and responsibility as role models in the Tri-Cities Family YMCA and the community at large.

### ESSENTIAL OVERALL FUNCTIONS

1. **Risk Management** – Patrols building and grounds to prevent fires, theft, vandalism, and other behavior disruptive to the peace and orderly operation of the YMCA. Documents all occurrences of personal injury, property damage or theft, anti-social behavior or other unusual situations by completing an Accident/Incident Report form for each occurrence.

2. **Building Maintenance** – Coordinates and assists in light maintenance tasks such as replenishing bathroom / locker room supplies, sweeping dirty floors, mopping up floor puddles, etc. Responsible for cleaning, removing and sanitizing areas exposed to potential bio-hazardous waste (body fluids).
3. **Enforcement of Rules and Policies** – Interprets and sensibly enforces YMCA rules, regulations and operational policies. Observes behavior of YMCA members and guests. Cautions and/or takes appropriate enforcement action against violators. Monitors program and activity areas to insure compliance with the YMCA's policies. Remains visible and readily available to patrons and staff.
4. **Emergency Situations** – Renders CPR and First Aid care to injured guests, members and employees. When appropriate, telephones "911" to insure that seriously injured receive necessary medical attention. Maintains a working relationship with the Grand Haven City Police and Fire Departments. Becomes knowledgeable about the YMCA's Emergency Action Plan and able to fully implement the Plan's provisions.
5. **Public Relations** – Maintains a friendly and visible presence in the building learns the names of guests and members. Assists guests, members and the general public in gaining the information they desire related to the YMCA's facilities, programs and services. Becomes and remains knowledgeable of the YMCA's programs, practices and policies. Resolves complaints. When possible (safety, security and control duties always have a priority) assists the Welcome Center staff during rush periods. Strives to maintain an orderly and pleasant building atmosphere for the benefit of guests and members and the YMCA's organizational image.
6. **Building Tours** – Provide scheduled or on demand guided tours of the YMCA to groups or individuals.
7. **Personnel** – Ensures that employees are present, alert and performing their duties in the expected manner.
8. **Program Support** – Coordinates and assists in room rental and program equipment set-ups. Works to resolve room rental/usage conflicts. Is responsible for crowd control and security during major program events and when large numbers of people are present in the building.
9. **Front Desk** – Able to fill in and perform all front desk responsibilities.
10. **Inspections** - Performs daily and periodic inspections of the building and updates Building Supervisor Checklist at the end of each shift. Makes contact with all departmental employees during shift. Make sure the building is cleared and properly locked before leaving. Completes required written reports. (SEE CHECKLIST)
11. **Other Duties** – Performs other duties, as assigned by the Senior Director of Programs.

## **ENVIRONMENT**

76,000 square foot facility with high level of contact with members and community. Various hours that may include early mornings and/or late evenings.

## **HEALTH AND SAFETY REQUIREMENTS**

Employees are advised on OSHA Standards through required signage and administrative updates as compliant with federal law.

## **PHYSICAL DEMANDS**

Employee can demonstrate sufficient strength, agility, and mobility to perform the essential functions of the position.

## **DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified.