



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

TRI-CITIES FAMILY YMCA JOB DESCRIPTION

Job Title: **Building Manager**

FLSA Status: Non-exempt

Reports to: Facilities Director

Revision Date: 01/2020

Leadership Level: Leader

Primary Function/Department: Facilities

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 Manager 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.

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. **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. Employees are advised on OSHA Standards through required signage and administrative updates as compliant by federal law.
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. Get to know names of guests & 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 upon demand guided tours of the YMCA to groups or individuals.
7. **Personnel** – Insures 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.



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9. **Front Desk** – Able to fill in and perform all front desk responsibilities, including but not limited to; answering the phone, taking money from customers, answering customers questions, and assisting with laundering of towels.
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 Program Director.

LEADERSHIP COMPETENCIES:

- Communication & Influence
- Developing Self & Others

QUALIFICATIONS:

1. High school diploma preferred.
2. At least one (1) year of participatory safety or security work experience is desirable.
3. Requirements to be completed within 30 days of hire: Child Abuse Prevention for staff, Basic CPR/First Aid/AED training.
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.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

1. 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.
2. While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device. The employee frequently is required to sit and reach, and must be able to move around the work environment.
3. Sufficient strength, agility and mobility to perform essential functions of position to supervise program activities.
4. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust.
5. The noise level in the work environment is usually moderate.
6. Remain alert with no lapses of consciousness.

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.