



## PHILADELPHIA FREEDOM VALLEY JOB DESCRIPTION

**JOB TITLE:** Member Services Building Supervisor  
**LEVEL:** 7  
**SUPERVISOR:** Membership Director  
**DATE:**

**JOB CODE:** 4070P/4080F  
**FLSA STATUS:** Non-Exempt  
**LOCATION:**

### POSITION PURPOSE

The Member Services Building Supervisor is expected to ensure member safety and safe facility operations. The Member Services Building Supervisor is responsible for ensuring that each participant is utilizing the facility in a safe manner and to maintain the operation rules of each program area. Member Services Building Supervisor is also responsible for assisting in member service activities, such as new member tours and assisting program areas as needed.

### ESSENTIAL FUNCTIONS

- Supervise members and program participants to ensure safety throughout the facility; advise participants of safety issues as needed and report repeat violators to a supervisor.
- Continually check to ensure that all doors are locked or secured.
- Report or repair any potentially hazardous facility conditions.
- Ensure that all walkways and paths are Safe, clear, and passable.
- Conduct all building closing procedures and complete daily checklist. Submit checklist to the Membership Director.
- Regularly check facility and all equipment to ensure proper maintenance and cleanliness.
- Enforce the facility age limits and guest policies.
- Understand and be able to discuss and promote YMCA programs.
- Exhibit friendly, positive, and helpful attitude toward members, staff and guests involved with the YMCA.
- Be available to substitute for non-scheduled shifts.
- Assist with creating member-centered work culture. Ensure that procedures, tours, communications, services consider member needs.
- Provide back up for the front desk staff.
- Attend meetings as assigned.
- Assist with managing all office related functions of the front desk/department (i.e. computer registration system, cleanliness of the desk and lobby area, supplies, and flyers/binders).
- Provide consistent support to all members using the facility.
- Participate in providing tours to prospective members.
- Work as a part of a staff team in accomplishing the mission of the YMCA.
- Participate in the Annual Campaign as assigned.
- Perform other duties as assigned.

### OTHER DUTIES AND RESPONSIBILITIES

- All Philadelphia Freedom Valley YMCA Staff is responsible for the following:
  - Maintaining a clean, well-groomed appearance while on duty and keeping in compliance with the Association and Department Dress Code Policy
  - A continued commitment to member satisfaction by ensuring excellent Member Experience
  - Maintaining the safety of all members and staff by identifying and correcting risk situations, writing incident reports, etc.
  - Ensuring the overall cleanliness of the facility
  - A commitment to Diversity and Inclusion

The Philadelphia Freedom Valley YMCA is an equal opportunity employer. The Y considers all applicants for employment without regard to race, color, religion, sex, national origin, age, physical or mental disability, or status as a Vietnam-era or special disabled veteran or other protected classification and in accordance with applicable laws.

- Keeping the children in the care of the PFVY and participating in programming within the branches safe from harm and reporting signs and suspicions of abuse when necessary to the requisite state agency

**ENVIRONMENTAL CONDITIONS**

Office environment with some exposure to noise

**PHYSICAL REQUIREMENTS**

Ability to express or exchange ideas by means of spoken word to impart oral information and to convey detailed, spoken instructions to staff, members, and volunteers accurately, quickly, and loudly; ability to perceive the nature of sounds by ear; ability to lift up to 25 pounds; ability to move about on foot quickly; ability to stoop, crouch, kneel, and crawl; ability to sit or stand for long periods of time; ability to clearly see at 20 inches or less and 20 feet or more ; ability to judge distances and spatial relationships so as to see objects where and as they actually are

**REQUIREMENTS**

- Some college or equivalent, 1-2 years of related experience
- Excellent written and oral communication
- Ability to work well with volunteers, employees, board members and members required.
- Ability to operate all office equipment.
- Exhibit strong leadership skills; possess a passion for member service, building and maintaining a culture of member service excellence
- Acquire and maintain the following certifications:
  - CPR Pro/AED/O2 (valid 2 years unless otherwise noted)
  - First Aid (valid 2 years unless otherwise noted)
  - Requisite Redwoods Online Trainings (valid 2 years unless otherwise noted)

**OTHER**

At the YMCA we value the following attributes in personal character and behavior and believe that they are essential to attaining our mission:

- CARING** Showing a sincere concern for others.
- HONESTY** Be truthful in what you say and do.
- RESPECT** Follow the Golden Rule.
- RESPONSIBILITY** Be accountable for your promises and actions.

**OUR MISSION**

To translate the principles of the YMCA’s Christian heritage into programs that nurture children, strengthen families, build strong communities and develop healthy minds, bodies and spirits for all.

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_