



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

## YMCA of Northern Utah

Job Title: **Office Coordinator**

Application Open Date: 02/21/2019

FLSA Status: Non-Exempt, Part-time

Job Grade: 2

Schedule: Typically M-F, 4-5 hour shifts between 8am – 6pm

Wage: \$11.50+/hour depending on experience

Reports to: Office Manager

Primary Function: Customer Service/Registration

### POSITION SUMMARY:

The part-time Office Coordinator will provide customer service to families at the YMCA Community Family Center in Taylorsville, Utah. The Office Coordinator will respond to calls and emails and assist families with program registration and accounts. 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.

### 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. Provide excellent customer service to YMCA families, via phone, email and face-to-face conversations
2. Provide accurate information on program offerings and schedules.
3. Manage customer accounts, including receiving payments and follow-up on past-due balances.
4. Follow YMCA policies on child sign-out procedure, including checking identification.
5. Duties related to opening and/or closing the YMCA facility, including preparing daily bank deposit.

*\*\*This is not an exhaustive list of job duties. Other duties, responsibilities and activities may change or be assigned at any time based on program needs.*

### LEADERSHIP COMPETENCIES:

- Engaging Community
- Communication & Influence
- Fiscal Management

### QUALIFICATIONS:

- 18+ and high school diploma or GED required
- One or more years of customer service experience required
- Bilingual Spanish speaking
- Completion of FBI Background check before start date **required** (Initiated upon offer of employment)
- Proficient in Google Suite (Google Calendar, Google Docs, etc.)
- Proficient in Microsoft Office Suite
- Excellent customer service, as well as written and verbal communications skills **required**
- Reliable and punctual attendance **required**

Revision Date: 1/26/18



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### **EQUAL EMPLOYMENT OPPORTUNITY**

The YMCA of Northern Utah provides equal employment opportunities (EEO) to all employees and applicants. Applications for employment will be considered without regard to race, color, religion, sex, national origin, age or disability.

### **TO APPLY**

Please send a current resume, cover letter and list of references to:

Rebekah Adamson, Office Manager  
radamson@ymcautah.org

Applications will be reviewed as they are received. Positions open until filled.