YMCA of Northern Utah

Job Title: **Office Coordinator**

FLSA Status: Non-Exempt, full-time (30 hours per week)  
Location: Taylorsville

Schedule: Monday – Friday, 7:30am to 2:00pm  
Wage: $11.00-$14.00 per hour DOE

Reports to: Administrative Director  
Primary Function: Customer Service/ Business Office Services

**POSITION SUMMARY:**

The 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. The office coordinator position is 30 hours per week with full benefits.

**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 bi-lingual translation, including conversational translation and written translation of registration forms and notices.

**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.**

**QUALIFICATIONS:**

- 18+ and high school diploma or GED required
- One or more years of customer service experience required
- Bilingual English/Spanish highly preferred
- Must pass Childcare Licensing Background check with fingerprinting (initiated upon hiring)
- Proficient in Google Business Suite (Gmail, Google Calendar, Google Docs, Google Drive, etc.)
- Some experience working with customer databases or CRM’s (knowledge of EZCare is a plus!)
- Proficient in Microsoft Office Suite
- Excellent customer service skills, as well as strong written and verbal communications skills required
- Reliable and punctual attendance required

Revision Date: 10/04/19
LEADERSHIP COMPETENCIES:
- Engaging Community
- Communication & Influence
- Fiscal Management

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 and cover letter to:
Rebekah Adamson, Administrative Director
radamson@ymcautah.org