



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

FT Office Coordinator (Bi-Lingual)

Number of Positions:	One
Applications Accepted through:	Until position is filled
Position Classification:	Full-time, Non-Exempt (Hourly)
Typical Schedule:	Monday-Friday 10:00 am – 6:00 pm;
Location of Position:	Community Family Center Taylorsville, UT
Wage:	Starting Pay Range (DOE) \$14.00 - \$16.00 per hour
Benefits:	Full-benefits to include medical, dental, generous Paid-Time-Off (PTO), and competitive retirement package

Position Requirements:

Education & Work Requirements:

- High School Diploma required, Bachelor degree preferred.
- Minimum 1-year customer service experience. Previous YMCA Experience a plus, but not required
- Must be fluent in both English and Spanish.

Experience and Skills:

- Customer service orientation with the ability to provide exceptional service to the families we serve. Must build relationships, manage customer expectations and take responsibility for a high level of service.
- Excellent verbal and written communication skills, including the ability to clearly and concisely present ideas and concepts and tailor communication to multiple audiences.
- Ability to organize and prioritize multiple, competing priorities to maximize personal and team effectiveness.
- Must quickly learn and adapt to new technology and databases.
- Ability to keep detailed, accurate and confidential documentation.
- Must be able to work autonomously within the YMCA core values of Caring, Honesty, Respect and Responsibility.

Certification Requirements: CPR, First Aid, AED certifications, Food Handlers, and Child Abuse Prevention training within 30 days of hire date.

Must be able to pass an FBI background check with fingerprinting prior to or within 10 days of hire date.

Our Culture:

Our mission and core values are brought to life by our culture. At 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: we are on a relentless quest to make our community stronger beginning with YOU.



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Position Summary:

This Office Coordinator supports the work of the Y, a leading nonprofit, charitable organization committed to strengthening community through youth development, healthy living and social responsibility.

Under the guidance of the Office Manager, the Office Coordinator is responsible for two main function areas:

Customer Service: The Office Coordinator ensures a welcoming, safe and supportive customer experience for all who engage with the YMCA of Northern Utah's Salt Lake County programs and services. The Office Coordinator is the primary point of contact for daily communication with families and is tasked with upholding high standards for customer engagement at the front desk of our Community Family Center. Responsibilities include: Greeting customers, answering phones, sharing information and resources, guiding new families through the enrollment process, supporting families in developing payment plans and serving as an intermediary between families and front line staff to address needs. The ideal candidate is positive, professional and compassionate in all interactions.

Data Processing: The Office Coordinator will utilize the ActiveNet customer management system to enter and manage the registration and payment process for youth programs at six locations across Salt Lake County. This task requires an ability to adapt to new database systems as well as an extremely high attention to detail to ensure all student data is entered with accuracy. S/he will process financial assistance applications and ensure that all student data meets licensing requirements.

Working Conditions:

- Ability to walk, stand, and sit for long periods of time.
- Ability to view data on a computer and/or on paper for long periods of time.

Application Process:

Please visit our website (www.ymcautah.org) for more information and send a current resume and cover letter to: Sarah Ivory at sarah.ivory@ymcautah.org

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.