



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

JOB OPENING ANNOUNCEMENT

Community Family Center Office Manager

Current Date: November 1, 2017
Hiring Supervisor: Sarah Ivory
Number of Positions Open: One
Date Position Begins: 12/1/2017
Applications Accepted through: Until Filled
Date of Interviews: TBD
Days and Hours: Monday-Friday (occasional weekends); 30-40 hrs/week (seasonal variance)
Location of Position: Taylorsville, UT
Wage: Grade 4; Range \$12.54 - \$18.83/hour

Position Requirements:

Education & Work Requirements:

- BA or BS degree in human services field, business administration, communication or related fields or equivalent experience desired.
- Minimum 1 to 3 years of customer service experience. Previous YMCA Experience a plus.

Experience and Skills:

- Commitment to, and passion for, the YMCA of Northern Utah's mission.
- Customer service orientation with the ability to effectively communicate on a regular basis with both internal and external customers, 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.
- Ability to keep detailed, accurate and complete documentation.
- Continuous learner who leverages opportunities for learning and applies new knowledge and skills.
- Proficiency in Microsoft Office; ability to learn and adapt to technology.
- Ability to train and lead others to achieve high quality customer service.
- 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.



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General Responsibilities:

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

Under the guidance of the Regional Director, the Community Family Center (CFC) Office Manager has three main function areas:

Customer Service: The CFC Office Manager 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 CFC Office Manager will lead the region's customer service team, setting and upholding high standards for customer engagement that reflect the needs of the target community. Responsibilities include: overseeing the registration and payment process for all youth services; establishing and upholding the highest standards of customer engagement; and supervising one or more customer service staff.

Facility Management: The CFC Office Manager guarantees that all staff, youth and community members have access to a safe and engaging physical environment in line with all licensing requirements as they relate to the physical infrastructure. This includes both the building and vehicles used by the YMCA, coordinating regular maintenance and repairs as needed. S/he will work collaboratively with the Licensing Director on site to conduct regular evaluation and ensure compliance. Additionally, s/he will coordinate contractors and staff related to the facility and vehicles including driver(s) for programs, custodial staff and building repair contractors.

Community Engagement: The CFC Office Manager serves as the primary contact for the YMCA's existing partnerships and will manage the logistics of collaborative services and events. Additionally, s/he will work together with the Department of Human Resources to help recruit, place and retain high quality volunteers to enhance the impact of YMCA programs. Finally, the CFC Office Manager will work together on a team with program staff to develop and implement community programming as appropriate in response to the needs of the local community.

Working Conditions:

- Ability to work flexible hours including nights and weekends.
- Ability to walk, stand, and sit for long periods of time.
- Exposure to communicable diseases and bodily fluids.
- Position may require bending, leaning, kneeling, and walking.
- Ability to speak concisely and effectively communicate.
- Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency
- Ability to view data on a computer and/or on paper for long periods of time.



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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.