



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PIEDMONT FAMILY YMCA JOB DESCRIPTION

Job Title: **Manager on Duty (MOD)**

Leadership Level: Leader

Status: Part-time

Reports to: Senior Membership Director

Pay Range: \$16-\$20/hr

FLSA Status: Non-Exempt

Department: Membership

Revision Date: 8/11/26

POSITION SUMMARY:

The position is responsible for the safety of staff, members, and guests of the YMCA. The Manager on Duty will ensure that all YMCA rules, policies, and procedures are understood and followed. Communicate effectively with the Membership Director, Department Directors, staff, and members. Must be reliable, self-motivated and a good role model. Adheres to YMCA's core values of caring, honesty, respect, and responsibility. Work Schedule: M-F 4pm to 9pm.

Duties include, but are not limited to, working at the front desk providing high-quality customer service, maintaining headcounts for facility rooms, problem-solving technology items, monitoring the facility – both internally & externally, resolving differences, conducting building tours, leading the facility in emergency situations, providing support to all program areas as needed, securing the facility at the end of the shift and/or day.

Successful applicants should be available to work weekday evenings.

ESSENTIAL FUNCTIONS:

- Provide a high level of service to members, potential members, guests, children, and program participants.
- Fully knowledgeable of the daily building functions and program operations.
- Responsible for handling discipline situations concerning both youth and adults. Teach and warn people of rule infractions and evict violators from the building as necessary.
- A rotation of the entire building must be done every 30 minutes (including parking lot during warmer months). This includes monitoring all bathrooms and locker rooms and signing off on the security sheets.
- Must be stationed at the front desk when not moving throughout the building.
- Check all doors to ensure they are locked, inspect gyms, stairwells, lower levels, etc.
- Recognize the lack of quality customer service and respond to it immediately.
- Follows all YMCA policies, rules, regulations, and procedures, including emergency and safety procedures. Completes incident and accident reports as necessary.
- Diligently monitor facility for safety and service interventions; serve as first responder.
- High level of understanding and the ability to operate the various areas of building security and overall building functionality.
- Provide hands-on assistance to each department as needed.
- Adheres to YMCA's core values of caring, honesty, respect, and responsibility.
- Other duties as assigned.

LEADERSHIP COMPETENCIES:

Advancing Our Mission & Cause: Engaging Community, Volunteerism, Philanthropy, Change Leadership

Building Relationships: Collaboration, Communication & Influence, Inclusion

Leading Operations: Critical Thinking & Decision Making, Fiscal Management, Functional Expertise, Innovation, Program/Project Management

Developing & Inspiring People: Developing Self & Others, Emotional Maturity

QUALIFICATIONS:

- Must be at least 21 years of age.
- High School Degree or equivalent.
- Certifications: (must obtain within 90 days of hire) CPR, AED, First Aid, Blood Borne Pathogens, Child Abuse Prevention
- Must be able to demonstrate an advanced level of conflict resolution.
- Previous experience with diverse populations. Ability to develop positive, authentic relationships with people from different backgrounds.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

- Ability to work fluctuating shifts which include weekday evenings, weekends, and holidays.
- Ability to walk, stand and sit for long periods of time.
- Be able to lift and carry items weighing up to 20 lbs.
- Ability to work in various temperatures with various noise levels.
- Visual and auditory ability to respond to critical situations and physical ability to act in case of emergencies.

SIGNATURE:

I have reviewed and understand this job description.

Employee's name

Employee's signature

Today's date: _____