



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

Job Title: **Night Manager**

FLSA Status: Exempt

Reports to: Facilities Director

Director of Membership and Administration

Revision Date: August 2021

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### **POSITION SUMMARY:**

Under the supervision of the Facilities Director and the Association Director of Membership and Administration, responsible for the overall cleanliness and general appearance of the YMCA fitness facility while providing assistance on general maintenance projects and emergency repairs as requested. Responsible for modeling our four values: Caring, Honesty, Respect & Responsibility. Responsible for aiding the Service Desk in member services while ensuring an excellent member experience. Responsible for building security, member safety and staff productivity.

### **ESSENTIAL FUNCTIONS IN MAINTENANCE:**

1. Positively models and reinforces YMCA's core values, mission statement, and relationship-building skills in all interactions.
2. Ensure Y is attractive and clean by completing all duties listed on the daily schedule and maintain upkeep of assigned area and equipment. May perform wet and dust mopping, dusting, trash removal, recycling, window washing, pool cleaning, painting, vacuuming and shampooing of carpets, seasonal activities dealing with landscaping, irrigation, snow removal, and general cleaning. Open and/or close the building dependent on shift. Also, clean locker rooms, bathrooms, showers, etc. Replaces soap, paper towels, and other supplies. Your duties and shifts may vary depending on the schedule.
3. Help maintain and clean fitness equipment. Perform daily inspection of program areas for breakdowns and problems. Completes repair work and projects in a timely manner.
4. Assist in set-up and clean-up for all special events. May set up furniture for events. Provide assistance on special projects as requested.
5. Respond to all feedback and complaints in a courteous and thorough fashion. Respond to member and staff concerns in a timely and professional manner. Attend all maintenance staff meetings.
6. Keep offices clean and free of clutter/trash. Always keep parking lots free of litter. Immediately report safety concerns.
7. Ensures YMCA building and property is secure during shift and report incidents and hazardous conditions to supervisor.
8. Operates related motorized and non-motorized equipment.
9. Perform all other duties as assigned by the Facilities Director.

YMCA of Eau Claire  
700 Graham Avenue  
Eau Claire, WI 54701

### **ESSENTIAL FUNCTIONS IN MEMBER SERVICES:**

1. Follow and enforce all YMCA procedures and policies, including personnel guidelines, safety guidelines, facility access procedures and membership policies. Carry out emergency plans as necessary.
2. Be knowledgeable and supportive of the YMCA annual support campaign. Participate in assigned leadership functions for the campaign.
3. Assist in Member Services as needed including membership set up, program registrations, area reservations, website navigation, member account troubleshooting, addressing all member needs via phone, in person and email.
4. Keep up with knowledge of YMCA programs, events, promotions, policies, and procedures.
5. Perform regular walk-throughs to ensure building security, member safety and staff productivity.
6. Be the point of contact and respond to any member or staff request, issue, concern, or emergency quickly and effectively.
7. Provide excellent customer service to members and guests of the facility. This includes, but is not limited to:
  - a. Help Close the building and ensure that the Y is member ready for the next day
  - b. Give mission-based tours to new and prospective members, able to address all questions and needs.
  - c. Be the point of contact for all departments after business hours (5pm)
8. Ensure all members and staff are following core values and Code of Conduct.
  - a. Able to deal with conflict and find appropriate resolutions
9. Become a customer service expert by acquiring a strong understanding of our services and be able to convey them effectively to our members and guests.

### **YMCA COMPETENCIES (Leader):**

*Mission Advancement:* Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive working relationships with them. Supports fund-raising.

*Collaboration:* Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

*Operational Effectiveness:* Makes sound judgments, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience. Establishes goals, clarifies tasks, plans work and actively participates in meetings. Follows budgeting policies and procedures and reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

*Personal Growth:* Pursues self-development that enhances job performance. Demonstrates an openness to change and seeks opportunities in the change process. Accurately assesses personal feelings,

strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology.

**QUALIFICATIONS:**

1. Six months or more of related experience preferred.
2. Ability to read and interpret instructions, procedures, manuals, and other documents.
3. Ability to report and record maintenance requests.
4. Knowledge of cleaning methods and equipment.
5. Basic understanding of the upkeep and care of equipment.
6. Understanding of cleaning compounds and chemicals, and their safe, efficient use.
7. Ability and current license to drive with record that meets YMCA standards.
8. Required CPR, AED and First Aid certification and Blood Borne Pathogens training within 30 days of employment.
9. Strong interpersonal skills and the ability to work effectively as part of a team.
10. Knowledge of computers and the ability to learn new software quickly.
11. Excellent skills in verbal communication, customer service, and multitasking.
12. Ability to work independently or part of a team and possess effective time management skills.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is often required to: climb stairs, bend, stoop, kneel, twist, reach with hands, sit, stand for an extended period of time, climb ladders, walk, shovel snow, plow snow, lift and/or move up to 50 pounds, have finger dexterity, grasp, perform repetitive motions, talk, hear and have visual acuity.

I have read and understand the above Position Description. I agree to fulfill all requirements necessary for the performance of all job segments described. I acknowledge that I possess all qualifications stated and am **able / unable** (circle one) to perform all essential functions without special assistance.

I understand and mutually accept that the Position Description is not a contractual agreement.

Employee Name (printed) \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_