



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

BILLINGS FAMILY YMCA JOB DESCRIPTION

Job Title: Facilities Coordinator

FLSA Status: Full Time Non-Exempt

Revision Date: 10/2022

Reports to: Facilities Director

POSITION SUMMARY:

Works with the Facility Director to maintain and improve facility and property. Ensures safe, clean, attractive and well maintained facility and equipment that maximize program potential in every area. Assist with supervising, and training assigned staff. Assists with developing plans and implementing new procedures and systems that promote member satisfaction and member retention through facility excellence. Assist with all in-house Information Technology needs and system issues.

ESSENTIAL FUNCTIONS:

1. Implements a comprehensive facility master plan to advance facility improvement and the support systems necessary to accomplish this.
2. Serves as a member of YMCA management team and supports the overall objectives of the YMCA.
3. Establishes with the leadership team long range plans for maintenance and facility capital enhancements that are in harmony with overall YMCA objectives and programming.
4. Provide overall coordination of facility maintenance; including planning, development and appropriate documentation for preventive maintenance programs for facility and fitness equipment, and ongoing renovations as needed.
5. Ensure the highest standards of cleanliness and sanitation throughout the facility.
6. Assures compliance with all federal, state and local regulations and authorities.
7. Conduct, manage and procure independent contractors for repair and capital improvements, or IT system needs, beyond the capabilities or time demands of maintenance personnel.
8. Recruit, train, develop, evaluate and retain department staff and volunteers.
9. Understands the annual department budget that supports preventive and annual maintenance plans; implement the approved budget and take appropriate action to correct variances.
10. In partnership with the Facilities Director manage the YMCA safety program, including meetings, trainings and inspections. Maintain all necessary program documentation for exposure to governing entities;

Insurance inspections, Fire inspection, OSAH, County Health, Universal Building Codes, and other licensing procedures.

11. Represent and promote the YMCA in the community as needed and develop positive working relationships with other organizations, business and governmental entities.
12. Participate in staff meetings and/or related meetings and events; as well as annual support campaign as assigned.
13. Adheres to personal and department goals.
14. Recruit and retain necessary volunteers to support department requirements.
15. Serves in a lead capacity for assigned community events and functions.

CORE COMPETENCIES (ALL STAFF):

CUSTOMER SERVICE

- Always have a friendly, helpful attitude and wear a smile.
- Take initiative to greet and assist all members, potential members, program participants and volunteers in a courteous, professional and friendly manner. Be enthusiastic towards members by learning their names and expressing an interest in their YMCA activities.
- Work daily to develop personal and meaningful relationships with members, volunteers, donors and others. Strive to understand individual's goals and interests to enrich their YMCA experience by introducing them to new programs, staff, members and volunteer activities.
- Actively listen, reflect and respond to member questions and concerns in a caring manner. When the opportunity presents itself, go above and beyond to resolve the situation immediately.
- Embrace new approaches and discover ideas to create a better member experience.

MISSION ADVANCEMENT

- A willingness to commit to the mission of the YMCA. Demonstrate a desire to serve others and fulfill community needs.
- Is familiar with and able to articulate the mission statement, areas of focus and core values of the YMCA with people of all ages and backgrounds. Models the core values of caring, honesty, respect and responsibility while working and communicating with members, program participants, volunteers and other staff members.
- Be knowledgeable and supportive of the YMCA annual support campaign.
- Be informed about volunteer opportunities.
- Speak enthusiastically on behalf of the YMCA publicly and at given opportunities.

TEAMWORK

- Ability to establish and maintain harmonious relationships with staff members in all departments.
- Seeks every opportunity to encourage, motivate and thank fellow staff members for their work. Completes S.T.A.R. slips to thank and recognize a job well done by others.
- Be knowledgeable about YMCA programs. This includes being familiar with all current program guide information, upcoming events and other special activities.
- Keeps up to date all internal communication.

OPERATIONAL EFFECTIVENESS/SAFETY

- Be dressed in appropriate attire and wear nametag at all times. Consistently perform duties in a safe and conscientious manner.
- Follow and enforce all YMCA procedures and policies, including those related to: personnel guidelines, medical and disciplinary situations, child abuse prevention, safety guidelines, facility access procedures, membership policies and emergencies. Complete Incident Report Forms as required.
- Be knowledgeable of all current Emergency Action Plans and carry out plans as necessary.
- Maintain a clean and safe YMCA. Take initiative to clean up/repair areas. Complete Maintenance Request forms as needed. Report safety issues to the appropriate supervisor.
- Attend and remain current on all mandatory trainings and staff meetings.

QUALIFICATIONS:

1. Three or more years' experience in facility management or closely related field; working knowledge of mechanical, electrical and plumbing systems, carpentry, HVAC systems and other maintenance related areas. Experience maintaining fitness equipment preferred.
2. Minimum one year's management experience in a YMCA or related organization.
3. Pool operator certification and low pressure boiler license preferred; required within 2 years of hire. Completion of additional YMCA specific trainings and certifications as outlined by supervisor.
4. Excellent verbal and written communication skills and time management skills are essential.
5. Ability to direct assigned operations including volunteer development, supervision of staff, development and monitoring of budgets, marketing and public relations, and program development.

PHYSICAL DEMANDS:

1. Ability to perform all physical aspects of the position; including walking, standing, bending, reaching, lifting or sitting, maintaining alertness for several hours at a time. Must be a strong swimmer.

2. Ability to thrive in a fast paced environment with the unique challenges of a non-profit community service organization.
3. Ability to work irregular work hours including split shifts, evenings and weekends as program requires as well complete MOD shifts as necessary.
4. Excellent verbal and written communication skills.
5. Ability to interact with a diversity of people and various levels of personnel using sound judgment on ambiguous issues.
6. Ability to handle multiple tasks simultaneously.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Directors Signature: _____ **Date:** _____