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METROWEST YMCA JOB DESCRIPTION

JOB TITLE: Office Assistant

METROWEST YMCA BRANCH:

Family Outdoor Center

FLSA STATUS: Part-Time, Hourly

DEPARTMENT: Day Camp

REPORTS TO: Business Manager

REVISION DATE: 12/2023

POSITION SUMMARY:

Under the supervision of the Business Manager and in accordance with the policies and procedures established by the Camp Director, the Office Assistant is responsible for assisting in customer service and administrative tasks to ensure accurate accounting of registrations and attendance for summer camp.

The Office Assistant must possess positive and effective written and verbal communication skills, the ability to assist with multiple tasks simultaneously, skills in working with both staff and participants, and ability to create and facilitate a positive learning environment for a range of ages and abilities.

The Family Outdoor Center office staff maintains and validates the records of all camp activities, and is the first face parents will see when enrolling in or adjusting their campers' camp activities. The Office Assistant must exhibit accurate data and quick response times when approached with questions or requests. The Family Outdoor Center office staff are the administrative arm of the Camp Director during summer camp and will facilitate her mission for a successful camp.

ESSENTIAL FUNCTIONS:

1. Promote a friendly environment for campers and parents/guardians
2. Update changes to camp records as necessary, including absences, enrollments, and dismissal times
3. Generate sales of programs and membership upon request
4. Communicate changes to camp records in a timely manner
5. Provide staff and members with necessary camper information in a timely manner
6. Assist with communicating registration information and data to parents/guardians
7. Performs other duties and responsibilities as assigned
8. Maintain all certifications and training hours necessary for the position.

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:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent must be mature, display good judgment, and have strong organizational skills and the ability to relate well with participants. A personal commitment to addressing the needs of the community, demonstrating a healthy professional demeanor and an understanding of the YMCA mission and philosophy are essential.

Preferred candidate will be bi-lingual and must be able to interpret and carry out the mission and goals of the MetroWest YMCA. He/she must be physically capable to set up program equipment and have the ability to hear and see activities and problems as they occur. Work as an integral member of the office staff, and have the ability to handle multiple functions at the same time.

Maintain up to date CPR, First Aid, Child Abuse Prevention, and other job related trainings. Actively pursue training, learning experiences, and certifications as they relate to responsibilities.

PHYSICAL DEMANDS:

1. Must be physically capable to set up program equipment and have the ability to hear and see activities and problems as they occur.
2. Able to safely and competently physically operate and facilitate in remote areas in varying environmental conditions.
3. Ability to complete all required trainings for this position
4. Ability to lift/support up to 25lbs in program environments
5. Ability to navigate computer files and interact with our membership software

I have read the above job description and have had the opportunity to ask questions to clarify any part of it which is unclear to me. I understand what is expected of me in this position.

PRINT NAME: _____

SIGNATURE: _____ **DATE:** _____

Supervisor Signature