



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Central Connecticut Coast YMCA Job Description

Job Title: Office Worker
Job Code: MAOFFIC

Reports To: Administrative Director
Department: 900 Administrative

A Career with a Cause:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. Our mission is to put Judeo-Christian principles into practice through programs that build healthy spirit, mind, and body for all. The Y strengthens the foundations of communities and families through our key areas of focus; youth development, healthy living, and social responsibility and our core values of caring, honesty, respect, and responsibility. We are committed to this cause because a strong community is achieved when we invest in our children, health, neighbors, and values.

We are welcoming: we are open to all. We are a place where you can belong and grow. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

Position Summary:

Under the guidance of the Administrative Director, the Office Worker will assist in the seasonal administrative duties of YMCA Camp Hi-Rock. These duties will include but are not limited to: receptionist, member correspondence and services, data entry and program registration, maintenance of the office and of office supplies, record keeping and organization, check-in and check-out procedures, participating in emergency procedures, helping to manage the camp store, timesheet collection for payroll and payroll distribution, marketing YMCA Camp Hi-Rock, daily financial operations, and support to all camp programs. Since office staff are commonly the first people to communicate with visitors, new staff members, campers, or parents, they are to maintain a professional and positive attitude about the general operation of camp.

Essential Functions:

- Enter and maintain all branch specific data entry, including, but not limited to, memberships and program registration.
- Assist Administrative Director in the production and distribution of various documents.
- Serve as the first line customer service to visitors and parents in a manner that is professional and supportive of the needs of camp as well as of the visitors/parents.
- Keep the office and the surrounding area clean and well organized.
- Answer phone calls and emails in a professional manner, and be able to answer camp information questions with accuracy, attention to detail, patience, and courtesy.
- Work cooperatively with all staff members to ensure that administrative functions at the branch meet the needs of the members and directors in a manner that is accurate, efficient, and oriented toward member satisfaction.
- Positively represent the YMCA in accordance with the four YMCA character values of Caring, Honesty, Respect and Responsibility.
- Participate in staff training as needed.
- Attend staff meetings and trainings as assigned.
- Assist in the preparation for, and implementation of, branch events, including, but not limited to, check-in and check-out.
- Notify the Administrative Director of any office equipment or supplies which need replacing or repair.
- Collect timesheets from branch staff and readies for verification and proofing by office staff.
- Notify the Administrative Director of any member issues and/or concerns.
- Assist in the operations of the camp store as needed.
- Perform other duties as assigned.
- Ensure that all office shifts are covered in cooperation with Administrative Director and other Office Workers.

YMCA Leadership Competencies:

- **Critical Thinking & Decision Making:** Makes informed decisions based on logic, data, and sound judgment.
- **Communication & Influence:** Listens and expresses self effectively and in such a way that engages, inspires, and builds commitment to the Y's cause.
- **Program/Project Management:** Ensures program or project goals are met and intended impact occurs.
- **Emotional Maturity:** Demonstrates ability to understand and manage emotions effectively in all situations.
- **Inclusion:** Values all people for their unique talents, and takes an active role in promoting practices that support diversity, inclusion, and global work, as well as cultural competence.
- **Developing Self & Others:** Develops self and supports others (e.g., staff, volunteers, members, program participants), both formally and informally, to achieve their highest potential.

Experience, Education, and Qualifications:

- They must be highly organized, able to manage multiple tasks, possess excellent communications skills, and be detail-oriented.
- They must have highly proficient skills in Microsoft Windows, Internet Explorer, Word, and Excel, and other Microsoft Office programs. He/she must also have proficient skills in Campsite including front desk and data entry functions (Campsite training can be provided upon hiring if candidate does not have proficiency upon hiring).
- They must learn and adapt to a variety of administrative systems and procedures.
- They must have strong written and oral communication skills.
- This position requires sitting for up to eight hours and repetitive work on a computer.
- This position requires a minimum of a High School degree or the equivalent.

Trainings & Certifications:

- Must complete online New Employee Orientation, Child Abuse Prevention, Mandated Reporter, Bloodborne Pathogens, Hazard Communication, and Employee Safety trainings prior to start of position.

Effect on End Results:

- This position strongly impacts the effectiveness with which the Central Connecticut Coast YMCA accomplishes its mission. The role requires that the Office Worker be committed to delivering high quality results, building positive relationships, maintaining a safe environment, and fostering a healthy community for all.
- Growth is seen in the program enrollment and quality in accordance with annual targets.
- All YMCA programs are recognized in the community as high quality and safe programs.
- Participants and staff set and achieve personal goals.
- All applicable licensing standards, grant stipulations, YMCA policies, state and local laws, and YMCA of the USA risk management recommendations are met or exceeded.
- Camp staff embody the mission and values of the YMCA.
- Positive image of the Central Connecticut Coast YMCA is achieved.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to communicate. The employee frequently is required to remain stationary; move; type; and reach objects. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds. Must be able to perform all the physical aspects of the position, with reasonable accommodations. Ability to conduct activities, and perform all physical aspects of the position.

Work Environment:

This job operates in a recreational and educational environment. This role routinely uses standard sports and recreation equipment such as gym equipment, sports equipment, and office equipment such as phones, photocopiers, filing cabinets, and fax machines. At times, employees may be exposed to undesirable working conditions, communicable infectious diseases, and risk of injury from others. All employees are required to follow the preventative health policies of the YMCA at all times. The noise level in the work environment is moderate to high.

Compensation and Benefits:

- Rate of pay is \$15 per hour for up to 55 hours per week
- Room and Board available for \$67 per week
- Applicants with children are welcome to bring their children to camp and have them participate in our program

EEO Statement

The Central Connecticut Coast YMCA is an equal opportunity employer, practicing equality of employment and advancement opportunities to all regardless of race, creed, national origin or ancestry, sex, sexual orientation, gender identity, genetic information, learning disability, mental disability, physical disability, veteran status, or any other protected group status under federal, state, or local law. This policy applies to all terms and conditions of employment; including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absences, compensation, and training.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.