



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

## **BILLINGS FAMILY YMCA JOB DESCRIPTION**

Job Title: **Childwatch Coordinator**

FLSA Status: Full Time - Hourly

Revision Date: 12/2020

Reports to: Youth Development Director

Supervises: Childwatch

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### **POSITION SUMMARY:**

### **ESSENTIAL FUNCTIONS:**

- Plan and manage the administrative needs of Child Watch operations making sure all policies and procedures are followed, while working with Director. Plans and leads appropriate activities based on the age and interests of youth in Childwatch.
- Supervises the children and all activities conducted in this area.
- Supervises staff, responsible for hiring, scheduling and training of staff.
- Addresses member concerns first ensuring positive relationships and follows up with Director accordingly.
- Creates a fun, enriching, and safe environment for all children.
- Provides members with the highest quality customer service.
- Promotes teamwork and cooperative effort with all staff, ability to lead by example.
- Maintains a clean, safe work area, practices good safety habits.
- Responsible for managing immunization records and registrations, works with facility dept to ensure availability of adequate supplies and that maintenance needs are met.
- Responsible for following State Health Codes and YMCA policies pertaining to ratios, safety and cleanliness.
- Attends and participates in program activities, staff meetings, and staff trainings, fundraising activities or YMCA initiatives.
- Ability to work split shift hours and cover staffing shifts as the need arises.
- Works closely with Director to address concerns of staff or members.
- Serves as a member of YMCA management team with regard to meetings, CDL shifts and other management requirements.
- Represent the YMCA at community events as assigned by supervisor.
- Completes Seer Survey Goals specific to department.

## **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 on 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:**

- A year or more experience working with and leading organized activities with children.
- At least one year of experience supervising staff preferred.
- At least 18 years of age.
- CPR, First Aid, AED certification, Child Abuse prevention, Hazardous Communications, Blood Borne Pathogens, Heads up Concussion, and Post Pandemic Clean-up prior to starting.
- Previous experience working with children in a developmental setting preferred.
- Ability to plan, organize, and implement age-appropriate/developmentally appropriate program activities.
- Previous experience with diverse populations preferred.
- Desire and ability to work with children of all ages.

**PHYSICAL DEMANDS:**

1. Ability to perform all physical aspects of the position; including walking, standing, bending, kneeling, leaning, reaching and lifting.
2. Ability to plan, lead and participate in a range of activities in a variety of outdoor/indoor settings.
3. Ability to thrive in a fast paced environment with the unique challenges of a non-profit community service organization.
4. Ability to work in excess of a 40-hour week with irregular work hours, including nights and weekends, fulfilling CDL rotation requirements.
5. Visual and auditory ability to respond to critical situations and physical ability to act swiftly in an emergency.
6. Ability to interact with a diversity of people and various levels of personnel using sound judgment on ambiguous issues.
7. 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:** \_\_\_\_\_