

AFTERSCHOOL CARE EMPLOYEE JOB DESCRIPTION

Job Title: After-School Employee

Job Code:

FLSA Status: Non Exempt

Start Date:

Reports to: After-school Director

YMCA MISSION: To put Christian Principles into practice through programs that build healthy spirit, mind and body for all.

YMCA AREAS OF FOCUS: Youth Development, Healthy Living, Social Responsibility

YMCA CHARACTER DEVELOPMENT: The core values that guide the YMCA in fulfilling the mission and goals are: Caring, Honesty, Respect, Responsibility

POSITION SUMMARY:

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the after-school care room.

****ESSENTIAL FUNCTIONS:**

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
2. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. May hand out locker keys; may monitor the locker rooms as required. May monitor the building as required.
7. All other necessary duties assigned to contribute to the overall success of the Danville Family YMCA.
8. Ensures the safety and engagement of children in assigned group.
9. Demonstrates competency with the DESSA assessment tool and is fully training.
10. Plans and use the S.A.F.E. framework to facilitate purposeful and engaging activities and group projects that compliments the program's thematic or project-based agenda according to the program 9 components and site implementation plan.
11. Provide assistance with homework and encourage academic progress.
12. Follows program lesson plans and implementation plan in a developmentally appropriate manner, meeting the individual physical, social, emotional, and intellectual needs of the participants.
13. Provides careful, attentive supervision, alert at all times.
14. Serves as a positive role model, demonstrates professional behavior and understand positive youth development approaches to the academic and social development of youth.

15. Facilitates a program environment that invites exploration, promotes positive play, and welcomes children.
16. Promotes a team concept through a positive approach to supervision, communication, and interactions with others. Maintains on-going communication with supervisor.
17. Maintain accurate classroom records as assigned and according to program requirements.
18. Communicates regularly with parents; attends parent/family events as designated by supervisor.
19. Demonstrates a working knowledge of YMCA mission, purpose and goals, childcare policies and YMCA standards; ensures the program meets the highest standards of excellence.

SERVICE SKILLS:

1. Follow the staff dress code for position.
2. Greet members and guests.
3. Show interest in their concerns.
4. Know members' names and use them in their presence.
5. Ask "satisfaction questions" about program and service.
6. Listen to suggestions and respond promptly.
7. Address of complaints/concerns immediately.
8. Carry out other duties as assigned.
9. Be alert to safety factors and potential hazards.
10. Always look for ways to improve performance.
11. Emphasize fun, make the Y a happy place with positive relationships.
12. Use the 15, 10, 5 rule. Eye contact, smile, engage.

RELATIONSHIP SKILLS:

1. Make members feel comfortable and at ease.
2. Be open, friendly and approachable to members.
3. Initiate interaction with and between members.
4. Frequently ask if there is any way you can help.
5. Ask about family, job, hobbies, get to know personally.
6. Ask about their goals; progress, satisfaction.
7. Smile

QUALIFICATIONS:

1. Certifications required within 60 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Previous customer service, sales or related experience.

5. Basic knowledge of computers.
6. Smileability
7. Must be at least 18 years of age or older.
8. High School Diploma or equivalent. Bachelors preferred.
9. A minimum of two years prior experience working with children under 13 years of age required.
10. Exceptional group management, problem-solving and conflict resolution skills.
11. Experience in creating interactive and educational/artistic activities, youth development, academic enrichment and arts.
12. Must possess oral, auditory and written communication skills appropriate for interacting with both children and adults.
13. Must be capable of implementing the daily administrative, program related, and supervisory responsibilities of an after-school site.
14. Flexibility, with the ability to adapt to changing circumstances.

EFFECT ON END RESULTS:

This position ensures that YMCA members, potential members, and facility guest receive great customer services.

- Demonstrate a friendly environment for all individuals entering the facility.
- High member satisfaction through clear communication of membership and program information.
- Retention of members

Name: _____

I have reviewed the above job description and agree to the terms herein.

Signature: _____ Date: _____

**Denotes essential functions of the job. The YMCA promotes an equal employment opportunity work place which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your manager should you have any questions about this policy or job duties.