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BURLINGTON AREA YMCA JOB DESCRIPTION

Job Title: Concessions and Admissions
FLSA Status: Exempt
Reports to: Aquatic Director/Assistant Manager

Job Code: (unique to Y)
Job Grade: Non Exempt
Revision Date: 06/13/2019

POSITION SUMMARY:

West Burlington Pool Concessions and/or Admissions Employee. Responsible for all aspects of customer service.

ESSENTIAL FUNCTIONS:

- Ability to effectively communicate with members, participants, and staff in a positive manner.
- Money handling and responsibility
- Basic food service skills
- Mature judgment and be ability to make sound decisions.
- Perform other duties as assigned by the Aquatic Director/ Manager and Assistant Manager.

YMCA COMPETENCIES (Team Leader):

Mission Advancement: Models and teaches the Ys values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

Collaboration: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

Personal Growth: Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. 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 enforce all rules and regulations set forth by the Aquatic Director/ Manager and the Assistant Manager.
- Have knowledge of all equipment in the concession stand and the admissions areas.
- Ensure that safety regulations are being followed at all times.
- Count the concession/admissions drawers if working in that area for the day and help as needed counting the opposite drawer.

PHYSICAL DEMANDS

Sufficient strength, agility and mobility to perform essential functions of position and to safely supervise staff's activities.

Employee Signature

Date

Supervisor Signature

Date