

# DOOR COUNTY YMCA JOB DESCRIPTION

## Coverage

**Generic Position Title:** Coverage  
**Specific Position Title:** Coverage

**Position Grade:** Grade 2  
**Payroll Code:** COV

### **General Function:**

Under the direction of the Member Services Director, the Coverage staff is responsible for overseeing operation of the facilities, providing quality customer service and strengthening Christian values through constant nurturing of Body, Mind and Spirit.

### **Entry Requirements:**

To be considered for the Coverage staff position the applicant must:

- Be at least 18 years of age
- Have knowledge of YMCA activities and operations.
- Training includes: Current CPR, First aid and AED (defibrillator) certifications, Listen First, RSVP and Risk Management.
- Requires equipment preparation and safety inspection and in many cases a heavy physical effort is required.

### **General Job Requirements and Factors:**

- Uphold the mission statement of the YMCA- *The mission of the Door County YMCA is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.*
- Help to instill the YMCA core values of Caring, Respect, Responsibility and Honesty in our members and participants:
- Know and enforce all YMCA rules, age limits and policies.
- Familiarize yourself with all YMCA programs and activities and promote them to potential participants.
- Be aware of and implement all safety precautions including emergency procedures when necessary as outlined in the YMCA Risk Management Plan.
- Assist in keeping facilities clean.
- Be attentive and alert, making good decisions utilizing sound judgment.
- Read, support and adhere to all work rules and conditions as specified in the Employee Handbook.
- Always provide quality customer service, dealing with negative situations with a positive Christian attitude.
- Do routine safety inspections of equipment and program area.
- Know, understand and implement policies relating to the Risk Management Plan and Blood Borne Pathogens (as outlined in the respective handbooks). Understand that you may be exposed to blood borne pathogens in your work.

**Specific Activities:**

- Be cordial and welcoming to all and make a special effort to greet all and make them feel comfortable.
- Give tours to prospective members, following procedures outlined in tour packet.
- Arrives at least 5 minutes before scheduled time (15 minutes on opening weekend shifts).
- Attend all scheduled work times and meetings. Arrange for substitutions when unable to attend and notify supervisor of absences.
- Communicate openly with your direct supervisor any concerns, questions, suggestions, or criticisms you may have heard.
- Responsible for keeping records of behavior problems.
- May work with and help train other department employees.
- Provide immediate care of any injured participants.
- Dispense accurate and timely information regarding the YMCA.
- Have a thorough knowledge of YMCA membership and procedures.
- Assist Welcome Center staff in servicing members as needed.
- Know how to check membership records in MemberST.
- Make complete rounds of the YMCA facility every 15 minutes or as needed, carrying walkie-talkie at all times.
- Complete incident reports immediately for all injuries, thefts, disciplinary action, or other incidents.
- Open up rental/program rooms, making sure rooms are presentable and ready for the program.
- Be visible, friendly and deal directly with behavior problems.
- Set up equipment (volleyball nets, golf nets, family gym toys, etc) on league nights or during open gym when requested.
- Remain in the facility until all members/participants have left for the day.
- Spend majority of time in the gymnasiums or social lounge helping out at the Welcome Center when busy.
- Wear YMCA staff shirt (or other YMCA apparel) and name tag at all times when on duty.
- Clean up any necessary areas.

**Effect On End Results:**

- Develop a positive attitude in the community towards the YMCA and its programs;
- Facilitate growth in program participation enrollment;
- Foster a healthy self-image of participants;
- Maintain a safe, friendly and positive learning environment.

I have reviewed this job description with my supervisor, and all of my questions have been answered.

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Employee

Date

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Supervisor

Date